

## Influencing Skills

### INTRODUCTION

With organisations employing flatter management structures such as matrix and self-directed teams, the need for empowered employees is acute. In terms of business development, the skills are fundamental to achieving success.

The ability to influence others without the power of position is a key skill for achieving results and maximising productivity.

**This course can be tailored and delivered in company.**

### COURSE OBJECTIVES

*By the end of the course delegates will have:*

- **Defined** the skills of the effective influencer and matched themselves to the profile
- **Examined** and practised the key communication skills
- **Practised** the skills of influencing decisions in groups
- **Defined** the three behavioural options and developed a strategy to influence assertively
- **Recognised** the main influencing styles and identified their own favoured style
- **Practised** influencing in preparation for a real life situation

**COURSE DURATION:** 2 Day Course

### COURSE CONTENTS

#### The Skills of the Effective Influencer

A behavioural profile

#### Communicating to Influence

What is consensus

Active Listening

Making language more persuasive

#### Influencing in groups

What is consensus

Presenting views and making concessions

#### Assertive Influencing in Action

Using verbal and non - verbal communication

Techniques in specific situations

#### Influencing Styles

What is your favoured style of influencing?

Choosing an appropriate style

#### Preparing to Influence

Structuring the argument

Making a case

Selling the benefits

Overcoming Objections

#### Influencing in Action

Practical Exercise

#### Personal Development Action Plan

*Throughout this course there will be a number of practical exercises carried out which will enable delegates to put into practice most of the theory covered*

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