

Employee Growth- A Two Day Course

Influencing Skills

Influencing Skills that Move People to Agreement and Action that Drive Great Results

WHO SHOULD ATTEND?

Leaders, managers at all levels and top talent in the organization that want to improve their influencing competency so that they can get the very best results from their leadership, teams and colleagues in pursuit of maximum performance, efficiency and the organization's goals.

COURSE DESCRIPTION

Influence is the ability to alter or sway an individual's or a group's thoughts, beliefs, or actions. The key to changing yourself, others, or your entire organization is to become familiar with the influence process and deploy it in an effective and ethical manner. The need for influence skills at all levels of an organization is illustrated by the complexity and fast changing nature of the global environment. Mastery of influence is vital for effective placement of an organization's direction and purpose and driving great results.

Influencing Skills is proven approach to influencing and moving people to agreement and action. In essence, the program examines the process that causes humans to change paying particular attention to Emotional Intelligence practice that creates a positive environment at work that drives change. The program takes a holistic view of influence and introduces the delegate to the knowledge, skills and attitude required to behave influence people to consistently drive change.

The program is well researched, knowledge-based and designed with the individual learner at the centre of the learning process which means that the course is extremely interactive and practical.

COURSE OBJECTIVES

By the end of this course delegates will be able to:

- ✓ Determine influence, persuasion and your sphere of influence
- ✓ Determine and practice emotional intelligence as a lever to influence
- ✓ Determine the science of persuasion and six simple, ethical and cost effective methods to influence people to do what you want
- ✓ Develop influence skills that will allow delegates to:
 - Create a positive work environment
 - Build consensus and persuade others to change
 - Instills drive in people for great results
- ✓ Practice key influence and persuasion skills
- ✓ Produce drive to self-develop in influence
- ✓ Produce positive impact on the overall performance of each delegate and the organization

COURSE CONTENT

DAY 1 • INFLUENCING PEOPLE

Understanding Influence

- Principles of Influence

View all our Training Course Outlines here >
www.thewholething.net

- Six Principals of Influence (Cialdini)
 - Reciprocity
 - Authority
 - Social Proof
 - Commitment & Consistency
 - Linking
 - Scarcity
- Power and Influence
 - Using Status to Stay In Charge

Influence Style

- The Influence Pyramid
- Creating the Right First Impression
- Using Pressure rather than Coercion
- Seeing the Other Point of View
- Making Impactful Briefings
- Giving Positive Feedback
- Making 'Weaknesses' Work For You

Sphere of Influence

- Your Constituency
- Expanding your Spheres of Influence
- Creating a Circle of Champions
- Understanding Group Dynamics

Influence Strategy

- Personal Negotiation Strategy
- Compensation rather than Compromise
- Knowing What to Give Away
- Understanding Motivation
- *Activity*: Influencing using the science of persuasion

DAY 2 • EMOTIONAL INTELLIGENCE AND INFLUENCING PEOPLE

Understanding Emotional Intelligence

- What is Emotional Intelligence (EI)?
- Emotional Quotient (EQ) versus Intelligence Quotient (IQ)
- Goleman's Five Components of EI
 - Self-Awareness
 - Self-Regulation
 - Internal Motivation
 - Empathy
 - Social Skills (Handling Relationships)
- The Impact of EI on the Bottom Line

Developing Your Emotional Intelligence

- Self-Management Skills
 - Measurement
 - Self-Regulation (Control)
 - Sixth Sense (See Problems Before They Happen)
- Measuring EI (Emotional Quotient- EQ)
 - Tools and Techniques That help
 - BarOn's Emotional Quotient Inventory (EQi)

View all our Training Course Outlines here >
www.thewholething.net

- The Personal Listening Profile®
- The Emotional Competence Framework
- Training The Brain to Develop EI
- Proven Strategies

Using Emotional Intelligence to Influence and Build Consensus

- Creating a Positive Work Environment Using EI to:
 - Understand and Manage Different Perspectives
 - Solve Problems
 - Decision Making
 - Improve Interaction and Team Dynamics
 - Manage Change
 - Manage Conflict
 - Motivate and Inspire
- Linking EI to Employee Morale and Productivity
- Teach Others to Recognize Goleman's Five Components of EI

Key Learning Review

- Group discussion and professional feedback to consolidate key learning. Delegates will leave the day with a list of development activities to improve their influencing competency back at work.

IN ADVANCE

Each delegate will be asked to complete a pre-course questionnaire to determine their individual learning objectives. These will be used by the trainer to give on track training that is focused on the individual learner attending.

The most appropriate training format, content and approach for this course will be discussed with you prior to the start of your course.

ON-TRACK FOR GROWTH

The individual leaves this program with a **personal action plan** to encourage immediate transfer of training to the job.

EVALUATION TO ENSURE CONSISTENT QUALITY

All our courses are evaluated at Kirkpatrick's Reaction and Learning levels as part of our quality control process as follows:

Level 1- Reaction- Training Course Evaluation Form

This training course evaluation form is used to maintain and improve the standards of our training courses.

Level 2- Learning- Pre and Post Training Test

The test is confidential and used to evaluate our training, **not the delegate**. The results help us answer the question "Did people learn what we wanted them to learn from the training?" This test is run at the beginning and at the end of this training course.

The Whole Thing can help properly position and align all learning and development with business priorities to ensure that effective evaluation is possible. We encourage all our clients to agree measures prior to any intervention so that return on investment (ROI) and process gets attention.

Please contact **The Whole Thing** to explore the many ways that we can help.

View all our Training Course Outlines here >
www.thewholething.net