

## INFLUENCE SKILLS WORKSHOP

**PURPOSE:** The purpose of the Influence Skills Workshop (**ISW**) is to improve participants' ability to communicate with and influence others more effectively, especially with other people over whom participants have no direct control but nevertheless must work with in a collaborative manner. The workshop provides knowledge and practical skills in:

- Improving face-to-face communications
- Understanding strengths and weakness in one's current influence behavior
- Developing and implementing influence strategies
- Handling professional and people management situations

**LEARNING OUTCOMES:** As a result of attending ISW participants will be able to:

- Define four distinct modes of influence
- Choose among influence strategies and tactics
- Use a wider range of influence behavior
- Overcome resistance and opposition
- Negotiate stronger outcomes

**PARTICIPANTS:** Team leaders, Supervisors, Managers

**LENGTH:** One Day 09:00 – 16:00

**IACET CEU:** 0.55 CEU

**BENEFITS:** A stimulating use of practice sessions, application exercises, feedback, and discussion of the real-life challenges faced by the participants. Participants are able to develop strategies for dealing with their own work situations.

### PROGRAM OUTLINE

TIME	TOPIC
9:00	INTRODUCTION & OVERVIEW <ul style="list-style-type: none"> <li>• Purpose and objectives</li> <li>• Summary of desired outcomes of participants</li> </ul>
9:15	DEFINING INFLUENCE IN USE <ul style="list-style-type: none"> <li>• Situations Demanding Stronger Influence Skills</li> <li>• Preparation: Complete Influence Profile Diagnostic</li> </ul>
9:30	BENCHMARK CURRENT INFLUENCE SKILLS <ul style="list-style-type: none"> <li>• Practice Influence Exercise</li> </ul>
10:30	<b>BREAK</b>
10:45	ALTERNATIVE INFLUENCE STRATEGIES IN BUSINESS <ul style="list-style-type: none"> <li>• Influence Model: Core Concepts</li> <li>• Analysis of Our Influence Behavior</li> <li>• Understanding Range and Flexibility</li> </ul>
12:00	<b>LUNCH</b>
1:00	PRACTICING ALTERNATIVE STYLES <ul style="list-style-type: none"> <li>• My Personal Influence Profile</li> <li>• Exploring Alternative Styles</li> <li>• Testing and Practicing Unused Influence Styles</li> </ul>
2:45	<b>BREAK</b>
3:00	APPLICATION EXERCISE <ul style="list-style-type: none"> <li>• Plan and Practicing a Difficult Influence Situation</li> <li>• Applying the model in typical situations</li> <li>• Practice and feedback</li> </ul>
3:45	SUMMARY OF THE DAY'S LEARNING
4:00	<b>END</b>