



## ***INFLUENCING SKILLS***

**AUDIENCE:** All      **DURATION:** 2 Days

**PREWORK:** Participants will be required to complete a series of questionnaires prior to the workshop.

### **OBJECTIVES:**

- Adapt the style to respond to and manage rapidly changing business challenges
- Present their views in a persuasive way, with enthusiasm, vision and logic
- Create a positive impact on other members of their organisation, including their manager and senior staff
- Manage and motivate “difficult” or under-performing employees
- Influence others without pulling rank
- Resolve conflict and generate commitment to team decisions
- Complete tasks and projects without delay

### **AGENDA (DAY 1):**

- Introductions, objectives and agenda
- PPI definitions
- The PPI programme
- Learning climate and contract
- Consensus exercise
- Exercise preparation and feedback
- Push/Pull exercise
- Model overview
- ISQ Analysis
- Tracks introduction
- Persuading
- Asserting
- Bridging track – use ISQ
- Attracting track
- PLJ exercise selection

### **AGENDA (DAY 2):**

- Plan SDL
- Skill Practice – SDL
- Choosing styles
- Critical influence situation
- Skill practice SDL
- Review SDL
- Introduction to rehearsals
- Rehearsals
  - Round-1
  - Round-2
  - Round-3
- Course reviews
- Close