

# Academy of Training

## Communication and Influencing Skills

### Overview

One of the key factors for success in business, be it the achievement of results embodied in either organisational or project plans or simply gaining co-operation, is our ability to persuade and influence others, from senior management through to support staff and the users of our services.

To do so effectively requires many skills. We must be able to express ourselves persuasively in a variety of situations while at the same time listening to, valuing and responding to the views of others. Most importantly, we must also understand the power of crystal clear focus and our own actions to influence outcomes.

### Objective

The objective of this two-day workshop is to assist managers, team leaders and other professionals in developing all the key communication and influencing skills vital for the achievement of desired outcomes and results as well as for the successful management of stakeholder and business working relationships.

### Content

Topics included in this workshop include:

- Communication, persuasion and influencing skills overview
- The influencing model and the power of behaviour
- Taking the initiative to influence outcomes
- How to influence outcomes through crystal clear focus
- Understanding roadblocks in communication and how to avoid them
- Understanding the needs of different personality types
- Presenting yourself and your ideas persuasively
- Getting your message across effectively - words and actions
- Expressing opposing points of view constructively
- Communicating in a group situation
- Contributing effectively in meetings, in person and online
- Raising difficult and sensitive matters
- Giving feedback to others constructively
- Handling objections, obstacles and criticism
- Using our influencing skills for "win-win" outcomes
- Gaining co-operation and motivating others
- How to make others feel good about themselves and what you are asking them to do.

### Resultant Benefits

Participants will understand the power of their own behaviour to influence outcomes and be better able to persuade, influence and motivate others through effective presentation of themselves and their ideas while at the same time respecting the position and opinions of others.

