

Influencing and Persuading Skills

Maximum Participants: 16

Duration: One Day

Timings: 09:30 – 16:30



Suitable for

Anyone who wishes to build effective workplace relationships and develop their skills in influencing and persuading others.

Aim

To explore 'what makes people tick' and identify techniques for influencing others positively. You will build your credibility, get others to accept your ideas and suggestions and persuade with confidence.

Learning Outcomes

By the end of the course, you will be able to:

- ✓ Identify 'what makes people tick'
- ✓ Recognise and select ways to give a clear and effective message
- ✓ Describe the role of power and resistance within influencing and persuading others
- ✓ Assess your own preferred communication style
- ✓ List barriers to listening and strategies to overcome them
- ✓ Adapt your communication in order to appeal to others' styles
- ✓ Determine ways to appear confident when communicating

You will also leave the course with:

- ✓ A sense of achievement
- ✓ A toolkit of techniques and practical ideas for releasing your potential
- ✓ A Personal Action Plan to take your learning further

Training Style

All courses are interactive, using diverse participatory, 'brain-friendly' training methods including: exercises; games/quizzes; handouts and workbook; small/large group discussion; skills practice and trainer input.

All courses are accompanied by a **Welcome Pack** (including some essential pre-course activities to prepare for learning) and a **'Bonus Pack'** after the training with additional tools, and follow-up activities to support transfer of learning to the workplace. (*email required)

Other Courses to consider (Visit my website for details of these and other courses)

- ➡ Assertiveness in the Workplace (2 Days)
- ➡ Coaching Skills for Managers
- ➡ Dealing with Difficult Behaviour in the Workplace
- ➡ Improving Your Performance through Emotional Intelligence (2 Days)
- ➡ Interpersonal Communication Skills
- ➡ Managing Change
- ➡ Motivating Staff for Peak Performance
- ➡ Negotiation Skills
- ➡ Resolving Differences and Conflict

Mike Phillips Training

Releasing potential through learning and development

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"It was enlightening to consider my own communication style and how this may impact on other people."

I have a greater insight about how I may come across to others – particularly my team."

Course Participant

Arthritis Care

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website

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