

Increase Your Influence

Duration: Two days

Good influencing skills are needed in every aspect of business life, from selling to customers, providing excellent customer service, to managing relationships with stakeholders, suppliers and employees. They are especially important for anybody needing to lead and manage other people.

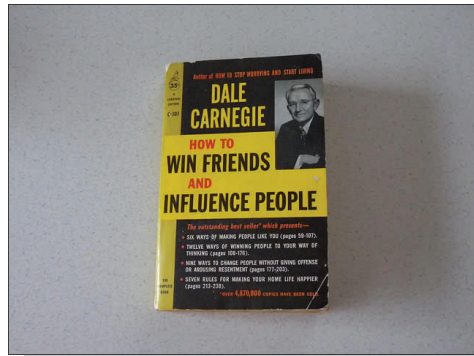


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Why Attend?

- To learn the key skills needed for influencing other people
- To become more confident about managing business relationships successfully

Who Should Attend?

- Team leaders and project managers
- Technical specialists seeking to improve their communications skills
- Anybody working in sales or customer service
- Business improvement consultants and change agents

Topics Covered

- Understanding yourself and other people
- The skill of persuasion
- Understanding the impact of change upon behaviours, how to deal with concerns and resistance
- Different approaches to influencing
- Managing your state of mind for self control and composure in challenging situations
- Developing personal presence, charisma and “referent” leadership
- Using language effectively

By the End of the Course Delegates will

- have greater self awareness and better understanding of other people
- have an improved ability to influence at every level of an organisation
- be more self confident and know how to sell their ideas to others.