

PEOPLE EFFECTIVENESS, POWER, INFLUENCE (REF:OTSPEPI001)



Duration: 2 DAYS

INTRODUCTION AND OBJECTIVES

In order to lead others in today's business a leader requires the ability to influence others and to easily and naturally win their hearts as well as their minds. While organisational or technical authority can help to get the job done, a high degree of personal credibility will smooth the way and encourage collaboration and cooperation.

This course combines the approach of Robert Cialdini who is an international expert in the 'Science and Practice of Influence' and the expansive range of tools and techniques available through the field of Neuro Linguistic Programming (NLP).

OBJECTIVES

By the end of this course successful participants will be able to:

- Adapt their style of influence to respond to challenging business situations
- Present their views in a persuasive way, with enthusiasm, vision and logic
- Create a positive impact on other members of their organisation
- Manage and motivate 'difficult' or under-performing employees
- Influence others without pressuring, pulling rank or resorting to aggressive behaviour
- Resolve conflict and generate commitment to team decisions
- Get buy-in to complete tasks and projects without delay
- Mobilize resources and support from others to get things done

COURSE CONTENT

Introduction to Powerful Communications

- Importance of rapport
- Individual differences in perception
- Setting outcomes for success
- Using feedback to build success

Six Universal Principles of Influence and Persuasion

- Interpersonal dimensions
- Components of personal credibility
- Keys to commitment

Power

- Types of power
- Uses and abuses of power

Flexibility of Style

- Influencing Styles – links to SDI



- Diagnosis of situation
- Using your state to gain buy-in

Language of Influence

- Powerful language patterns
- Reframing
- Written persuasion patterns
- Creating motivation to change

From Conflict to Commitment

- 'Seek first to understand...'
- Control through the use of questions
- Seeking creative solutions
- Developing parallel thinking in meetings

Putting it together

- Application of learning to critical work situation

