

Rightrack ... a little bit of magic

Influence Skills
a 1 day programme



Tel: +44 (0) 1527 595955 Fax: +44 (0) 1527 594111 Email: enquiries@righttrackuk.com www.righttrackuk.com

Brockhill Court, Brockhill Lane, Redditch, Worcestershire, B97 6RB, UK

Introduction

This influence skills programme aims to deliver a 'toolkit' of ideas and techniques that can be applied in day-to-day work situations when dealing with colleagues, customers and managers. Whether the relationship is a peer-to-peer, peer-to-manager, or supplier-to-client the influencing skills are universally applicable. The techniques, skills and approach can subsequently be reinforced throughout day-to-day activities to maintain quality and consistency.

Main Features

- Definition of influence
- What make a good influencer?
- Appreciating the styles of influence
- Understanding your preferred approach
- Identifying influence behaviours in others
- Honing your personal approach
- Developing the most useful behaviours
- The value of actively listening
- Using the right questions
- Persuading with both logic and vision
- Appealing to different characters
- Identifying personal blocks to influencing
- Managing personal barriers
- Developing personal influence strategies
- Planned and reactive situations
- Personal action planning

Key Benefits

- Stronger, more productive working relationships
- Less time wasted in debate
- Greater expediency in projects or tasks
- More efficient implementation of business change strategies
- Improved effectiveness of personal change
- Clearer written communication
- More precise verbal communication
- Less misunderstanding
- Reduced conflict and confrontation
- More productive meetings and conversations
- Clearer communication of objectives
- Clarity of needs and expectation
- Better relationships at work
- Improved personal motivation and team morale
- Immediate business impact



Further Detail

- Developing a working definition of influence
- Exploring the influencers in our lives, why and how they influence us
- Understanding the scope of our influence using the circle of influence
- Appreciating what we can and cannot influence
- Understanding the relationship between communication, influence and behaviour
- Identifying aggressive and passive behaviours and substituting their productive alternatives
- Applying influence styles; push & pull approaches; which is best; why, when & how?
- Exploring models of influence and how they apply in day-to-day situations
- Responding to what is happening in influence situations
- Using the verbal and non-verbal tools of communication in order to influence
- Using active listening as part of your influencing strategy
- How to formulate and ask the most appropriate questions in influence situations
- Understanding the causes of personal blocks and barriers
- Managing personal strengths and weaknesses
- Planning for influence situations
- Developing a personal action plan



Programme Options

This is an in-company programme with the following options:

Available Packages:	<p>Ready-to-Go - An 'off-the-shelf' training programme delivered by one of our training specialists at a location of your choice</p> <p>Customised - We tailor our ready-to-go programme to meet your needs, including your case studies, your examples and your company specific information. Company branded programmes also available</p> <p>Bespoke - We research, design and deliver the programme specifically for your needs</p>
Duration:	1 day
Materials:	Folder, workbook, handouts, pen and certificate of attendance
Support:	<p>Research - Pre-programme research visit or telephone discussion</p> <p>Administration - Printing and packaging of delegate materials and liaison with your chosen venue for programme arrangements. Additional administration options available</p> <p>Evaluation - Post-programme evaluation and a consultant's report providing feedback on the programme</p> <p>Righttrack Membership - Lifetime on-line post-programme support via our dedicated delegate website and access to the training consultant who will answer any questions relating to the programme</p>
Dates & Location:	To suit you
Delegates:	Up to 12 people
Style:	Righttrack programmes are energetic, exciting and highly participative, which create an impact and motivate participants to learn and embrace change
Learning Methods:	We utilise a blend of learning methods: practice sessions, group workshops, scenario-driven learning, assignments, self managed learning, shared group learning, accelerated learning and structured group learning

