

Influencing & Persuading for Managers - With an Introduction to Negotiation

Overview

Course duration: 2 days.

This is a manager level course to enhance existing abilities in communicating your ideas, messages and objectives and understanding the effect or impact you have on others.

Aimed for managers who are required to influence individuals, teams and departments and don't always achieve their ideal outcome. This highly interactive and practical two-day course will enable you to understand and develop your primary influencing and persuading style to enable you to communicate confidently and professionally without undermining your personal integrity. Building a tool kit that will enable you to recognise other people's primary influencing and persuasion styles and how to adjust your style to move issues and situations forward without pushing, forcing or telling others what to do. From start to finish, this course is about the 'how to' approach and is focused on daily issues and problems we all face as a manager of a varied team.

The combination of group learning, feedback in a supportive environment and practical exercises, means that you will leave with a real sense of what you can personally achieve. You will also complete a comprehensive communications style questionnaire and the outputs will help you develop a priority list of your key skills and techniques as learned from the course.

Is it right for me?

If you are a manager who is frequently required to influence and negotiate with others, or are not achieving your ideal outcomes from negotiations/issues then this course is for you. The primary focus is to recognise and develop influencing and persuading strategies that will enable you to be more effective whilst maintaining rapport with others.

The concluding section of the course is an introduction to the core principles of negotiation to secure win/win results. Sales professional looking for a course specifically on sales or commercial negotiation please refer to 'Sales Negotiation'.

What will I learn?

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

- Fully understand your primary influence and persuasion style and how it impacts others.
- Develop a strategy that will assist when communicating with others to achieve your ideal outcome.
- Use enhanced persuasion skills to act as an opinion shaper amongst your colleagues.
- Develop a practical toolkit that will aid handling difficult people and situations.
- Understand and apply the core principles of negotiation.

Pre-course Activity

To gain the maximum benefit from the course, you will be sent a pre-course questionnaire to complete which asks you to consider current expectations. This will help you set the context of the course and the information you provide will be used on the day as part of the course activities.

What will it cover?

Developing Your Communication Skills

- Defining communication and the communication process
- Your personal communication style
- Self-analysis and skills audit

Effective Interpersonal Communication

- Using non-verbal communication to strengthen your position
- Mirroring the recipients language to promote rapport
- Identifying and overcoming barriers to effective communication

Persuasive and Influential Communication

- Expressing your views, ideas and requests with confidence
- Gaining others' agreement and commitment to change
- Using assertive behaviour
- Pull versus push

Communicating with Confidence

- Communicating effectively with senior colleagues
- Communicating difficult or sensitive messages
- Dealing with difficult people and situations - minimising conflict

An Introduction to Negotiation

- The core negotiation process when working with others in the workplace
- Pre-negotiation - preparation and planning
- Concluding the negotiation - securing a win/win result

Personal Development

- Preparing a personal action plan to support your return to the workplace