

Persuading And Influencing Skills For PAs And Secretaries

Duration: 1 day(s)

Equip yourself with the skills required to persuade and influence colleagues, manage conflicts and build relationships across your organisation.

Who should attend?

PA's, secretaries and administrators who are looking to develop their relationships across the organisation and have a responsibility for conflict handling and negotiation.

Benefits:

- Establish and build rapport
- Understand the difference between manipulating and influencing
- Recognise and practice helpful behaviours
- Negotiate successfully with others
- Use appropriate questions to achieve results

Course Overview:

- Communication theory
- The different elements of communication and how they work together to influence our interpersonal communication.
- What is influencing?
- Building rapport with your manager and colleagues
- The difference between influencing and manipulating
- The link of self esteem with influencing and how to build it
- Interpersonal Communication
- Why does it matter and what is it?
- The difference between personality and behaviour and the three behaviour types
- Choosing helpful behaviour
- Handling conflict and difficult situations
- Questioning and negotiation
- Choosing and using appropriate questions
- Being clear on your objectives and bottom line
- Meeting the needs of both parties