

## **Course 157: Influence Skills (2 days)**

### **Course Description...**

In today's business environment, it is not uncommon for different groups within an enterprise to have widely varying goals and interests. Influence skills help us understand and leverage the aims and constraints of an individual or group to strengthen working relationships and boost productivity. Influence, simply put, is getting things done, without authority, through other people. This course addresses the process of discovering the objectives of others and using that insight to boost collaboration and organizational effectiveness.

### **Learning Objectives...**

- Understand what influence is and how to exercise it successfully
- Appreciate the different influence tactics available and the different target groups to be influenced
- Build a solid personal and business foundation for exerting influence
- Discuss the various influence strategies

### **Who should attend...**

Any person interested in learning how to apply influence in business or personal life.

### **Prerequisites...**

There are no prerequisites for this course.

**See next page for a detailed course outline...**



## Course Outline...

### Introduction and Overview

Course Objectives

#### Unit 1: What Is Influence?

- Why influence?
- Influence and manipulation
- The influence process
- The influence model
- Leadership and influence
- Knowing whom to influence
- An influence plan

#### Unit 2: Building a Solid Foundation for Influencing Others

- Collaboration
- Five influence conditions
- Three fundamental questions
- Six major influence strategies
- The impact of decisions
- Influence guidance
- Influence strengths
- Improving influence-ability

#### Unit 3: Applying Influence Strategies

- Creating a personal action plan
- Using power
- Communicating effectively
- Establishing rapport
- Listening skills
- Establishing and maintaining trust
- Obtaining commitments

#### Unit 4: Influencing Staff

- How much influence do you have?
- Types of power
- Using power without losing it
- Power-sharing strategies
- Team effects of decision making

#### Unit 5: Influencing Peers

- How much influence do you have?
- The functions of networking
- Building trade relationships
- Identifying the power structure
- Effective communication
- Communicating change
- Notification



## **Unit 6: Influencing the Organization**

- How much influence do you have?
- Upward management
  - What is upward management?
  - Why it is so hard
    - Wearing the “B” on the chest
    - Assumptions that come with authority
  - Presenting problems
  - Understanding the motivation
    - Positive approaches
    - Guidelines

***Please contact your ROI representative to discuss course tailoring!!!***