

Influencing Skills

This course has been developed for managers or members of staff, who would like to develop their skills in influencing others.

Programme objectives

By the end of this programme, delegates will be able to:

1. Explain what influencing means – and identify opportunities for using these skills
2. Explain the difference between influencing and manipulating
3. Use specific techniques to lay their case before the other party
4. Listen openly
5. Build on others' ideas using specific techniques
6. Use techniques to stand their ground gracefully
7. Develop a win-win strategy.

Further information

This is a very practical session that covers a wide range of ideas and approaches.

Case studies are featured as is paired work where delegates will have an opportunity to practise the skills covered during the programme.

Duration: Half day overview or one day full programme