

# Persuading and Influencing at Work

**09:15**      **Registration**

**09:30**      **Welcome and setting the scene**

- Introductions
- Expectations for the day

**How persuasive and influential are you?**

- Identifying your existing skills and strategies
- Starting your personal development plan

Learning objectives – to give participants the opportunity to look at the skills they already have, and identify the areas they need to develop.

**Interpersonal communication skills for successful influencing**

- Essential interpersonal communication skills
- How to build and maintain rapport

Learning objective – to ensure that participants understand how to be their most resourceful self, and how to communicate effectively with those they need to persuade and influence.

**Influencing styles**

- Exploring the key influencing styles
- Understanding when and how to use them

Learning objective – to introduce participants to a range of effective influencing styles and understand how to use them to achieve their desired outcomes.

**13:00**      **Lunch**

**13:30**      **Positive power and influence**

- Exploring what gives us power in the workplace
- Strategies for being persuasive in tricky situations.

Learning objective – to enable participants to see that power comes from many sources, to understand how to access power, and how to use it effectively.

**Putting it into practice - applying the skills in a range of scenarios**

- Self-assessment
- Skills practice sets

Learning objective – to allow participants to apply the techniques, skills and strategies they have learned from the workshop into practice, and receive constructive feedback to support their development.

**16:00**

**Continuous learning and development**

- Developing a personal action plan
- Final questions.

Learning objectives – to ensure that participants leave the workshop with a practical sense of how they are going to apply their learning back in their workplace.

**16:30**

**Close**