

Persuading and Influencing at Work

Pre-course How persuasive and influential are you?

- Identifying your existing skills and strategies
- Identifying your influencing network

Learning objectives – to provide participants with the opportunity to reflect on their current skills and identify areas they would like to strengthen or develop.

10:00 Session One: welcome and Introductions

- Welcome and introductions
- Setting the scene and objectives

Persuading vs. influencing

- Understanding the difference
- Role of influencing in your work

Learning objectives – to provide participants with the opportunity to explore both approaches and consider when to use each of them to achieve a desired outcome.

Core skills for successful influencing

- Essential interpersonal communication skills
- Influencing ‘hearts and minds’ the role of emotions

Learning objective – to provide participants with the opportunity to explore key relationship building skills, the role emotions play in the decisions we make, and how to be their most resourceful self.

The Influencing Process

- Influencing as a process
- Introducing PREDICT

Learning objective – to introduce participants to a simple effective approach to influencing and understanding that the key to success is preparation and planning.

12:00 Lunchtime self-directed off-line session

- Self-reflection exercise
- Influencing styles self-assessment

Learning objective – to provide participants with the opportunity to consider their most immediate need to influence and their preferred influencing style.

14:00 Session Two: 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.

Transfer of learning to the workplace

- Dealing with obstacles and challenges
- Influencing at work exercise

Learning objective – to help participants to consider how to transfer their learning back into the workplace using a relevant real-life scenario

Post-session Continuous professional learning and development

- Action planning for success
- Identifying further training needs.

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