

Influencing skills

Who is it for?

The training course is intended for all individuals, in all levels, who want to improve their influencing and communication skills.

What's in it for me and my business?

The program will strengthen participant's ability to communicate easily and reach agreements that work. They will uncover own strengths and weaknesses as a communicator. This should help participants in every situation with the clients.

Participant is likely to become better skilled at achieving harmony and consensus inside the organization and obtaining better results on the outside as well - from clients, customers, suppliers, regulators, and the public at large.

Training content

- Verbal and nonverbal communication (words + how + body language= communication)
- Framing messages for different stakeholders (internal and external stakeholders on different hierarchical levels)
- Active listening: golden rule of communication=> seek to understand first then to be...

- Four communication styles: persuasive, assertive, visioning and coaching
- Increase the chances of achieving your goals while maintaining good relationships with others
- Response to attempted manipulation or emotional blackmail
- Expressing opinion/disagreement openly and directly without sounding either aggressive or passive
- Remove stress from stressful communication

Practice and exercise

- Lecture and group discussion
- Individual and group work – writing and editing exercises
- Individual/group work presentation
- Receiving feedback from the facilitator and group
- Video

Duration

Two days