

Influence Skills: Getting Results without Direct Authority

Length: 4 Days

COURSE CONTENT

DEFINING INFLUENCE

- Building value with others
- Working with resistance for positive outcomes

ACHIEVING AND MAINTAINING COMMITMENT

- Stating your desired results
- Going beyond compliance
- Creating collaboration

RECOGNIZING MANIPULATION AND TAKING POSITIVE ACTION

- Differentiating manipulation from influence
- Gaining an agreement you can count on

BUILDING YOUR FOUNDATION: ESTABLISHING AND MAINTAINING TRUST

- Creating trust-based relationships
- Maintaining ethics and integrity

DEVELOPING RAPPORT

- Establishing immediate rapport
- Applying techniques for building rapport

LISTENING FOR MULTIPLE PERSPECTIVES

- Building active-listening habits
- Justify Completing the Project by Yourself
- Manage the Consequences of Completing the Project by Yourself

APPLYING INFLUENCE STRATEGIES: IDENTIFYING STRENGTHS AND LIMITATIONS

- Leveraging the advantages of each strategy
- Creating your personal plan
- Building and expanding your network
- Negotiating for desired results

THINKING STRATEGICALLY

- Executing the most appropriate strategy
- Avoiding pitfalls and traps

EXPANDING YOUR POWER BASE

- Expanding and Extending your personal power

DEVELOPING POLITICAL INTELLIGENCE

- Navigating organizational politics
- Strengthening working relationships

WORKING WITH MULTIPLE PERSPECTIVES

- Transforming resistance in others
- Adapting flexibly to influencing situations

PRACTICING LEADERSHIP

- Modeling the way
- Inspiring a shared vision
- Challenging the process
- Enabling others to act
- Encouraging the heart

DEVELOPING YOUR PERSONAL LEADERSHIP PLAN

- Strategies for cultivating your leadership skills

DEALING WITH CHALLENGING BEHAVIORS

- Managing challenging behaviors
- Overcoming the tendency to take things personally

TAKING POWERFUL ACTIONS

- Identifying and applying deflection techniques
- Developing remedies for difficult situations
- Employing strategies for challenging behaviors
- Converting confrontation into cooperation

OVERCOMING RESISTANCE

- Recognizing the many forms of resistance
- 