

## Influencing with impact

*A unique 'flexinar' programme*

The person with the most flexibility has the most influence. This ability is a life skill but also one that has never been so critically useful at work.

This practical and energising session will set you on the road to discover what you need to be able to do to take others with you. This means learning tools and strategies that fit the situation you're in and making sure you use the right skills and behaviours to influence well, whether it's just one person or many.

You'll learn proven models of behavioural change to help you influence people positively and ethically. This includes influencing upwards and working with elected members.

### Learning objectives

- Learn about some influencing styles and methods and how to use them
- Understand the skills and behaviours to use to be an effective influencer
- Have greater confidence in situations where you need to influence someone
- Use thinking, speaking and behavioural techniques that enable influencing to be effective and positive
- Formulate an action plan to take back to work

### Format

A uniquely flexible virtual classroom session.

Design your own programme: focus on 'how to' topics, on tools and models, or best practice techniques and new ideas. Or pick 'n' mix as you prefer. Choose one numbered topic for a 45-minute session, two for 60 minutes, three for 90 minutes. If you want more topics, give us a call and we'll discuss the best way of structuring the session for you.

The 'Introduction' and 'Action planning' sessions come as standard to help participants identify what they need to do differently to improve their personal effectiveness.

'Flexinar' menu – **choose any three of the ten numbered items** to create your ideal programme.

(The 'Introduction' and 'Action planning' sessions come as standard, whatever the session length.)

### Introduction

- Thinking about our personal challenges
- Learning objectives

### 'How to' topics

- 1 Exemplar influencing: skills and behaviours
- 2 Second positioning
- 3 Sources and types of power and how to use them
- 4 Communicating your message – options for how you can phrase what you say assertively

### Tools and models

- 5 Self-evaluation on your influencing effectiveness
- 6 Pull / Push (a continuum of directive to non-directive approaches)
- 7 The 'five influencing styles' model

### Best practice techniques, tips and new ideas

- 8 What is influencing (and what isn't) and why do we need it?
- 9 Reading people without bias or inferring meaning
- 10 Influence-building guide – rapport, trust, awareness and flexibility

### Action planning

- Review
- Personal action planning