



The ability to influence outcomes at multiple levels within a business is vital. Having the right people in your 'Inner Circle' will enable you to get things done, to cut through the political 'noise' and to build credibility as you develop your career. If you've ever wondered why certain decisions just don't seem to go your way, this course is for you.

### Assessing Your Personal Power Base:

- Assessing your Personal Power Base
- Jack Welch on Influence
- The difference between Power & Influence
- Personal power & how it can be lost
- Case Study: Learning from other's mistakes

### Personal Barriers to Your Influencing Strategy:

- Identifying strengths and weaknesses
- Personal Communication Style assessment
- Barriers: identifying wasted energy, areas of conflict and avoidance
- Overcoming the Barriers

### Master Keys to Influence & True Leadership:

- Developing an influencing strategy that incorporates your fundamental values
- The Importance of Mentors
- How to establish a Mentor relationship
- Seven Keys to improved influence
- Building Trust and Relationships

### Aligning Your Influencing Strategy to Your Organisational Dynamics:

- Accurately perceiving your organisation's formal and informal structure, power base and decision-making process
- Successfully influencing the inner circle or key drivers in your organisation
- Aligning personal goals with organisational goals

### Navigating Organisational Politics:

- Defining politics within Organisations
- Identifying the Political Players
- Aligning your Agenda with Organisational goals and strategy
- Ethically using a political 'tour de force' to influence across the organisation
- Techniques for countering unethical and self-serving behaviour
- Using offensive & defensive techniques
- Case Study: Defeating Devious Tactics

### Emotional Intelligence

- The Importance of Emotional Intelligence in Business today
- Six Elements of EQ (Emotional Quotient)
- Developing EQ
- Your own EQ snapshot

### Evaluating Formal and Informal Communication:

- The Nine Key Influencing Styles
- Your Personal Influencing Style Audit
- When to use each style: Selecting the right style for the situation
- Techniques of upward and downward communication
- Valuable tips for achieving clarity in the communication of ideas and concepts
- Exercise: Match the Style to the scenario

### Assertion and Influencing:

- Building trust: Emotional Bank Accounts
- Techniques for developing assertion and controlling aggression
- Giving and receiving effective feedback
- Dealing with difficult people whilst maintaining relationship

### Holding Critical Conversations:

- Identifying Critical Conversations
- The SIFT Process
- Holding the right conversations
- Controlling Fight or Flight responses
- Defusing Skills
- Making it safe to talk

### Effective Personal Negotiation and Positioning:

- Identifying individual and group needs
- The trading of 'Variables'
- Gambits: using and countering typical negotiation tactics
- Creating meaningful personal positioning statements
- Exercise: "The Project Dilemma" - a tricky 1:1 negotiation

### Turning Concern into Influence:

- Identifying the areas we can control and have influence over
- Developing our ability to respond
- Pro-activity vs. Reactivity
- Benefiting from our circle of influence

### Networking Skills

- The Six Degrees of Separation
- The power of networking demonstrated
- Strategic Networking
- Networking Tools
- Maintaining contact with Key Influencers

Course Close



**Program Length**  
This workshop is delivered across two practical days

