

## Duration

This workshop lasts for 2 days

## Who's this for?

- Those who need to increase their influence with their colleagues, managers, customers and/or supply partners
- Those who want to feel more confident before and during their interactions with others
- Those wishing to build increasingly positive working relationships

## Why attend?

For a variety of reasons we can find it challenging to find effective ways for communicating and influencing at work. These challenges might occur in one to one conversations or during group meetings. Feelings of frustration can occur – both in ourselves, because we haven't expressed what we wanted to and in others, who will very often want to know our thoughts, insights and perspectives.

So, this workshop gives information and insights about our communication preferences and how they can both help and hinder us. We'll identify some really useful tips and techniques to use in conversations and meetings. During our sessions on influencing we'll identify why your expertise or your sense of being 'right' might not always make you as influential as you might assume!

Most importantly we'll identify ways to increase your confidence and assertiveness to make contributions, conversations and contradictions when you want to.

## What will I get out of the workshop?

This programme will support and challenge you to:

- Use a range of behavioral approaches when communicating and influencing
- Employ a range of influencing strategies
- Choose from a number of ways to deal with disagreement and objections
- Increase your confidence and assertiveness before and during your interactions
- Find ways to practice what you learn

## What's on the Agenda?

### *Preparation Work*

- Reflect on times when you've been most influential
- Agree your learning objectives for the workshop with your manager
- Identify a forthcoming meeting of conversation to use for practice

### *Workshop*

- The fundamentals of communication
- How your personality influences your communication style
- The benefits of Assertiveness
- Identifying your rights and those of others
- Adapting and connecting using varying styles of communication
- Contributing at meetings
- Influence v manipulation
- Sources of power in influencing
- 'Push' behaviours
- 'Pull' behaviours
- Practice and rehearsal sessions

### *Practice session*

#### **Forum Theatre Workshop**

Working with scenarios to direct professional actors using the learning from the workshop and rehearsal of participants' case studies

### *Practice at Work (approx. 3 months)*

- Discuss the workshop content with your Manager to gain their support for your development actions and experiments
- Practice asking 'powerful questions' with a co-coaching partner
- Use your coaching skills with at least one team member and gain feedback about the effects