

OVERVIEW

“Get people to do what you want them to do – and have them be happy doing it!” Doesn’t that sound good? It’s achievable ... and it’s called *influence*.

Designed to enhance your ability to influence, *The Art of Influence* focuses on developing your verbal and non-verbal communication skills. Learn how you are communicating with others and develop skills and techniques to enhance your personal power, build strong relationships, and develop your influence.

Communication is a skill that is often taken for granted. Yet, your ability to communicate is what builds strong relationships, strong teams, and strong leaders. In this workshop, you will focus on developing skills to reduce conflict and tension in your relationships, while learning the tools and techniques to positively influence others.

By participating in this workshop, you will master the skills to:

- Understand the basics of influence
- Identify and describe aspects of your communication style and their implications for influencing
- Develop the skills for effective communication: Listening, questioning, and feedback
- Enhance your credibility by communicating so others will listen
- Identify and develop your personal power
- Master your influencing abilities to get others to do what you want/need them to do

WORKSHOP OUTLINE

Introduction:

- What is influence?
- The most common influencing challenges
- Characteristics of a successful influencer
- The model of influence

Influencing Through Credibility

- What is credibility?
- The power of credibility
- Steps to developing credibility
- Identify where your credibility is vulnerable

Developing Relationships:

- The relationship model
- Exercise: Discover your personal style:
 - How you prefer to communicate
 - What you find influential
 - How you influence and prefer to be influenced
- Learn to read others' behavioral styles

The Art of Influence:

- Communication skills for relationship building:
 - Questioning techniques
 - Listening skills
- Using your communication skills to understand what people value
- The law of reciprocity:
 - How to provide value to the other person
 - Completing an exchange audit
- How to use what you know to "influence" a situation
- Role Play:
 - Practice influencing through role-playing scenarios both personal and case study

Required pre-work for the session includes:

- *DiSC Personal Profile System* to be completed online two weeks prior to session
- Template will be sent out two to three weeks in advance asking participants to capture two or three scenarios in which they find themselves trying to influence someone
- Completed templates will be sent to facilitator (Susan Armstrong) prior to the session

Call to Action:

- Pre-work scenarios will be used as role-plays during the session
- Action plan/learning contract will be completed at the end of the workshop
- Participants will be asked what they are committing to do differently (facilitator will capture and record participants' commitments)

All workshops are designed using adult learning methodology and use a 60/40 ratio of interactive exercises and group work (60%) and instruction (40%). Workshops are participant driven, learning filled, and fun.

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Duration: 2 days

Participants: 18 maximum