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## **Influencing & Persuading**

Influencing and persuading are vital skill elements for effective managers. Managers with strong influencing and persuading skills are more likely to motivate and have the confidence of their teams.

Who should attend? Managers wishing to have a greater impact on their teams, peers and senior managers. This will include improving communication and presentation skills.

Programme Information. 2 days, up to 12 delegates

Costs: £1150 plus tailoring plus out-of-pocket expenses

## **Competency Development Areas**

- Influencing and Persuading
- Building Relationships
- Leadership & Team Building
- Delivering Results
- Change Management

## **Programme Content**

- Objectives and Success Factors
- Influencing Styles; Power and influence; Sources of power
- Effective communication; questioning techniques
- Persuasion; Myers Briggs types
- Assertiveness; saying "No"
- Conflict management
- Change management
- Action Planning