

## Using Positive Influencing Skills in the Workplace

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### Course Summary

#### Description

The ability to effectively influence others to the end of managing expectations and outcomes, and finding collaborative ways for a project to move forward can mean the difference between project failure and success. Influencing others and managing expectations requires in-depth understanding of our own goals and objectives together with the ability to recognize the needs and objectives of others with the goal of finding ways to collaboratively get the needs of all parties met.

This course teaches participants how to approach handling difficult people and managing difficult situations through emotional intelligence, reframing the situation and related expectations, and engaging others with the goal of achieving a win/win interests based outcome. During the course participants also have the opportunity to discuss specific situations they face regularly so as to develop confidence in their ability to handle difficult situations and people.

Participants build self-confidence in their skills and ability to effectively influence others, and gain understanding into the dynamics of influence. Furthermore, participants who have completed this course and likely to transfer their learning to others by teaching/helping/guiding colleagues to be more effective in influencing others.

Note: This version of the Influencing Others course does not include an additional DiSC behavioural self-assessment, however it leverages any previous personality assessments i.e. DiSC that may have been completed by participants.

#### Objectives

After taking this course, students will:

- Know the key emotional intelligence principles and levers of influencing others, and know how and when to apply these key principles in influencing others
- Know how their own personal motivators and preferences for influencing others may differ from those of others, and how to behaviourally shift their preferences to increase effectiveness in influencing others
- Know the essential elements and phases to effectively influence others
- Know how to approach managing difficult people and situations and the difference between the two

#### Topics

- Introduction to the Course
- The Four Pillars Influence
- Seven Sources of Influence Power
- Ten Influencing Tactics
- Influence and Emotional Intelligence
- Influence and Change

#### Audience

This course is designed for those wanting to learn how to effectively influence others to the end of managing expectations and outcomes.

#### Prerequisites

There are no prerequisites for this course.

#### Duration

Two days

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### Course Outline

#### ***I. Introduction to the Course***

Participants define what influence is (and is not), are introduced to the topic, and discuss the importance, and benefit to themselves, of being able to effectively influence others. Participants also receive an introduction to what will be covered in the course and information about how the course will be run. Participants describe their purpose for participating and their goals for attending the course.

#### ***II. The Four Pillars Influence***

Lecture and facilitated discussion about the four pillars of influence: Trust, Empathy, Reciprocation, and Shared Values. Participants explore the underlying dynamics of each of the pillars, how each pillar interacts with other pillars and discuss real life examples of each pillar. Included is a discussion about positive behaviours and examples, together with negative behaviours and examples, of each of the four pillars.

#### ***III. Seven Sources of Influence Power***

Lecture and facilitated discussion about the seven sources of power each person can use when seeking to influence others. Included is a discussion of what each source of power is, and how each is used effectively in influencing others. Participants also have the opportunity to reflect on their individual sources of power and identify their strengths and opportunities for development.

#### ***IV. Ten Influencing Tactics***

Lecture and facilitated discussion about the ten important influencing tactics, the interpersonal dynamics underlying each tactic, as well as clear examples of each tactic. Participants also explore when and why to use one tactic over another, e.g. to influence a favourable change in attitude, versus getting a task done, and examine which tactics they typically prefer to use, and which tactics they might overuse, and which tactics they might want to consider using in the future. Includes a discussion about managing difficult people and difficult situations and how to effectively influence difficult people.

#### ***V. Influence and Emotional Intelligence***

Lecture and facilitated discussion exploring the general connection between influence and emotional intelligence and how emotional intelligence drives an ability to effectively influence others.

#### ***VI. Influence and Change***

Lecture and facilitated discussion about the relationship between influence and managing change. Includes identifying strategies to be more effective at using influence to better manage change as well as a discussion about how to overcome resistance to influence.