

Using Positive Influencing Skills in the Workplace

Course Summary

Description

Many people understandably dislike the concept of office politics since it brings to mind manipulation, questionable tactics and closed doors. Yet politics need not be dirty. In fact, an understanding of office politics is a critical element in gaining resources and information to do your job. To be effective in any organization, political skill is needed.

Through facilitated discussion, exercises, role play and brainstorming, this workshop will show you how to reframe the concept of office politics into a positive force. You'll discover how to use different types of power; work effectively with others; build influence; understand the political give-and-take of any organization; and maintain high integrity.

Objectives

At the end of this course, students will understand:

- Recognize that office politics can be perceived constructively and do not have to be manipulative or “dirty”
- Define different types of power and distinguish positive from negative uses of power
- Identify and improve the work climate within the office from defensive to supportive
- Handle various types of difficult people we work with daily, using special communication skills
- Build influence through a number of specific actions
- Define personal and corporate values and make choices about reconciling differences

Topics

- Why Should We Increase our Sphere of Influence?
- How Are You Being Influenced?
- How Much Influence Do You Really Have?
- Defining Power and Influence
- Understanding the Difference between Power and Authority
- The Power Continuum
- 12 Principles of Influence
- The 6 Key Principles of Persuasion
- Politics, Influence, and You: Understand your Work Context
- Politics, Influence, and You: Get Started
- Learning to Communicate Persuasively
- The basic principles of negotiation

Audience

Anyone who wishes to improve their work climate, build influence, or work more effectively with others.

Prerequisites

There are no prerequisites for this course.

Duration

Two days

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Course Outline

- I. *Why Should We Increase our Sphere of Influence?*
- II. *How Are You Being Influenced?*
- III. *How Much Influence Do You Really Have?*
- IV. *Defining Power and Influence*
- V. *Understanding the Difference between Power and Authority*
- VI. *The Power Continuum*
 - A. 17 ways we can give away our power
- VII. *12 Principles of Influence*
- VIII. *The 6 Key Principles of Persuasion*
- IX. *Politics, Influence, and You: Understand your Work Context*
 - A. What is your organizational culture?
 - B. Political sensitivity
 - C. Analyze your workplace interpersonal climate
- X. *Politics, Influence, and You: Get Started*
 - A. What are your values and where do they fit in all this?
 - B. Choosing where can you have positive influence
- XI. *Learning to Communicate Persuasively*
 - A. Open-ended questions and questions to avoid
 - B. Verifying perceptions
 - C. The power of positive language
 - D. Exploratory language
 - E. How to positively influence through feedback
 - F. Feedback Do's and Don'ts
- XII. *The basic principles of negotiation*