

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 be able to:

- 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

- Introduction, roles and goals
- Politics are essentially about using power
- Organization culture and its influence on work climate
- Useful Communication Skills
- Handling Difficult Situations and People

Audience

This course is designed for anyone who wishes to improve their work climate, build influence, or work more effectively with others.

Prerequisites

There are no prerequisites required for this course.

Duration

Two days

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Course Outline

- I. Introduction, roles and goals**
- II. Politics are essentially about using power**
 - A. Understanding what power is
 - B. Different types of organizational and personal power, both positive and negative
 - C. How to build personal influence
- III. Organization culture and its influence on work climate**
 - A. What culture is and how it influences our choices
 - B. Organizational norms and values
 - C. Turning a defensive climate into a supportive one
- IV. Useful Communication Skills**
 - A. Changing our perceptions of office situations
 - B. Using positive language to transform negative situations and people
 - C. Assertive expression
 - D. Managing conflict
 - E. How to handle information
 - F. Managing rumors
 - G. Giving and receiving positive feedback
- V. Handling Difficult Situations and People**
 - A. Handling snipers, negative people, bullies, power-trippers and insecure people
 - B. Clarifying personal values and goals
 - C. Re-motivation techniques and self-inspiration
 - D. Reducing stressful office environments
 - E. Exercising leadership in difficult situations
 - F. Using the Four Agreements to maintain personal integrity