

Would you like to exercise greater influence over others? Resolve conflicts decisively? Strengthen your professional image? Enhance your self-esteem and gain more visibility? Your career success depends greatly on your “people skills” – your ability to listen and respond effectively, and to work and interact with people throughout your organisation.

Here’s your opportunity to learn how your behaviour impacts your overall performance. Step-by-step, you’ll identify your current style and develop a more effective approach in this practical workshop, which features behaviour modelling, behaviour rehearsals and feedback sessions.

## Objectives

- Produce the outcome you want through positive influence
- Build positive relationships and gain commitment
- Strengthen your influencing skills
- Learn strategies for different situations
- Use influencing techniques when dealing with colleagues, supervisors, clients and vendors
- Learn to deal with conflicts constructively
- Learn to break away appropriately from certain scenarios

## Key Topics

### Developing Positive Influencing Habits

- The role of positive influence in the workplace
- Building positive/ supportive relationships

### The Essential Influencing Skills

- Assessing your influencing skills
- Exploring different influencing patterns

### Techniques for Influencing Positively

- Practising influence skills and tactics
- Using sensitivity to create harmony
- Situational influencing strategies

### Resolving Conflicts

- Managing the emotional behaviours of others in a conflict situation
- Dealing with difficult situations
- Strategies for positive conflict resolution



We provide services in **Communication & Influencing** and other areas of training and development.

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