ACHIEVING SUCCESSFUL OUTCOMES WITH PERSUASION AND INFLUENCING OTHERS

DATE: *7-8 June / 20-21 September / 7-8 December 2023*
20-21 March 2024

DURATION: *2 Days*

FEE: *RM1,250*

HRD CORP SCHEME:
HRD Corp Claimable Courses

PROGRAM OVERVIEW

A key factor in obtaining better results is your ability to express your ideas to the right stakeholders and influence them to work with you towards a common goal. Influencing effectively means undertaking deliberate actions that stimulate individuals or groups to respond in a certain way.

To achieve this, you will first need to understand how others perceive you and respond to you. Furthermore, you need to be able to tune your influencing style to the personality and interest of others.

Your influencing skills are most powerful when you can create trust and common ground with those you are trying to influence. This course will give you a clear view of your preferred influencing style and help you develop an enriched suite of tools to improve your effectiveness. Staying true to your personal values at all times, you will learn to adapt your style to specific situations and people, taking their personal stakes into account. We will challenge you to experiment with a range of approaches and experience their effects. Ultimately leading to a higher success rate of achieving your objectives.

LEARNING OUTCOMES

Upon completion of this program, participants will be able to:

- Recognize your preferred influencing style and how it is perceived by others
- Express your personal objectives and ambition in a compelling manner
- Adapt your verbal and non-verbal style and approach for different scenarios while staying true to your personal values
- Make deliberate choices about the style(s) you can use and how and when to do so effectively
- Consider the needs of your stakeholders when choosing your approach
- Create trust and common ground with your stakeholders
- Use your influencing skills at all levels in your organization

METHODOLOGY

- Information Processing (Explanation, Presentation and Discussion by trainer on the Case Study)
- Group discussion in small groups and presentations of outcome to entire group
- Role play + feed back + group review
- Video's to illustrate and highlight learning points and potential challenges
- Activities and 'Simulations' to practicalize Learning
- Personal Action Strategy: Individual Action plan to incorporate Learning to day-to-day

WHO SHOULD ATTEND

- Mid/Senior Level Manager
- First Level Manager
- Executive/Supervisory

FACILITATOR

Bart Van Grinsven

He has conducted training programs for companies in various industries, such as Oil & Gas, Banking & Financial Services and Manufacturing, for groups ranging in size from 10 to 250 people. His portfolio as a Consultant includes Leadership & Managerial Development, Team Alignment Programs, Transactional Analysis, Behavioral Therapy, Assertive Behavior, Coaching, Situational Leadership, and Communication skills.

PROGRAM CONTENT

Module 1
The Basics of Communication

- The communication model – the basic understanding.
- Communication at workplace.
- The common barriers to communication in dealing with people.
- The ways to avoid and mitigate barriers.
- Communication to build relationships

Module 2
Understanding Differing Personalities & Their Behaviour Towards Work

- The common types – aggressive, friendly, loud and meticulous Behaviour.
- Adjusting to the listener.
- Speak from the listener's perspective.
- Articulating work with differing personalities.

Module 3
Work Execution with Accountability

- The basic concept of working with other focusing on the ultimate goals (the concept of strategic partnership).
- Understanding the deliverables and its impact – influencing KPI and outcomes.
- Cascading the clear instructions and its impact – work related matters.
- Housekeeping methods to avoid duplication and lapses.
- Improving the questioning and probing techniques.

Module 4
Influencing Techniques for Outcomes

- Understanding vs. listening
- Persuasion vs. manipulation
- Pulling vs pushing – Defining positive influencing skills
- Focusing on the big picture & influencing for results (the big picture)
- Handle objections effectively- Task or Responsibility
- Listening and probing techniques
- Using persuasive language Involving people

Module 5
Influencing is Affected by Relationships

- Building trust and rapport
- Developing assertiveness
- Dealing with different characteristics

PROGRAM SCHEDULE

Day 1

9:00am - 10:30am	:	Module 1
10:30am - 10:45am	:	Coffee Break
10:45am - 1:00pm	:	Module 1 (*Continue*)
1:00pm - 2:00pm	:	Lunch
2:00pm - 3:30pm	:	Module 2
3:30pm - 3:45pm	:	Coffee Break
3:45pm - 5:30pm	:	Module 2 (*Continue*)
		End of the day

Day 2

9:00am - 10:30am	:	Module 3
10:30am - 10:45am	:	Coffee Break
10:45am - 1:00pm	:	Module 3 (*Continue*)
1:00pm - 2:00pm	:	Lunch
2:00pm - 3:30pm	:	Module 4
3:30pm - 3:45pm	:	Coffee Break
3:45pm - 5:30pm	:	Module 5
		End of the day