

Getting the Best from Others

Course Outline



How can you influence the actions of others?

People will usually do what we ask when we're their line manager – but often we're not. Today's workplace often requires us to work with other departments, project teams or organisations where we have no direct control.

This brings a new set of challenges. We need to find other ways of getting people on board, motivating them, and helping them to understand how working with us will benefit everyone. It requires a different approach based on relationships rather than authority.

This one or two day course will equip you to work with people effectively across boundaries and give you the confidence to improve your working relationships where you're not the boss.

Content

- **The Impact Factors.** What is it about you that affects how others respond to you?
- **Your Footprint.** What does all we can see of you say about you?
- **Sources of Power.** Besides authority, what have you got and how can you use it?
- **The Other Boots.** Learning to see things from the other perspective and adjusting your language
- **Influencing Skills.** What Cialdini discovered about how people are influenced, and the principle that underpins it all.
- **Prosody.** The importance of tone, pace and inflection when we speak.
- **The Three Step Tango.** A simple structure to help you understand where the other person is coming from and express your needs clearly.
- **Principled Negotiation.** What Harvard found when they researched how to agree a way forward
- **The Extra Mile.** Exploring the factors that make people want to be on your side and do their best to please you.



Outcomes

By the end of the course, you will:

- Understand how you impact on those you communicate with
- Have strategies for repositioning yourself
- Know how to influence and persuade effectively
- Know how to use your personal power for positive results
- Be able to explore the other person's point of view and adapt your approach

A one day course, will give you an introduction to all the above concepts. A two day course will contain more depth and give more opportunity to practise the techniques. Exercises can be adapted to focus on your organisation's specific needs.

About Our Training

All our courses give you:

- An insight into current thinking and good practice
- A range of practical tools and strategies you can use to help you do the job better
- Space to reflect on your current skills and behaviour

Every course will be enjoyable, engaging, interactive and fast paced.

Training should never be a drudge. We believe that learning is inextricably linked to enjoyment. The better the experience, the greater the learning. We always have a light touch and an easy manner that makes it easy to engage with the topic at hand.

There is no chalk and talk or death by PowerPoint here. All the content will be relevant, too. We are always purposeful and focused and haven't got time to waste building towers out of straws. We are much more concerned with seeing pennies drop, lightbulb moments and equipping you to thrive at work.

Get in touch to find out what we offer and how we can help you.

