

## How to Influence People

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### Description of Course

This course will help participants focus on understanding, developing and adapting influencing styles to best suit individual situations. The course materials focus on looking at participant behaviours and influencing style, how to adapt this to different situations and how they can approach situations where people have different styles and different levels of commitment.

The skills and models discussed in these influencing skills training materials will help participants with managing workload and performance, developing those around them, influencing people other than their own team and influencing people more senior than them.

### Course Objectives

By the end of this course delegates will be able to:

- State the fundamental principles of influencing other people individually or in groups
- Describe the role of power with regards to influencing
- Identify their preferred influencing style and the impact this has on others
- Identify Barriers and Enablers to Influencing
- Describe and demonstrate their influencing skills via group exercise

### Duration of Course

1 day

# Course Outline

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## What is Influencing?

Looking at the methods and principles we use to get others to do things. How we sometimes think we are influencing when we are not and why influencing is an important skill to develop.

## Effective Influencing Behaviour

Understanding the behaviours behind effective influencing skills and their impact on influence.

## Different Influencing Styles

The influencing styles we use, the best time to use them and an explanation of their effectiveness.

## Trust

Why trust is a cornerstone to influencing others. What trust means in an influencing Relationship and how to develop it.

## Rapport & First Impressions

How to build rapport, develop good relationships and set a good first impression

## Your Influencing Style

A chance to examine the participants own influencing style through a questionnaire followed by an action plan to develop weaker skills.

## Power & Influence

Identifying power bases and how they affect influencing. Why it's important to be aware of them and where and when they might not be effective.

## The TUPAC Model: Influencing Stages

A set model for the five stages of influencing, which gives participants a clear process to follow helping them to understand where influencing mistakes occur

# Influencing in Groups

Identifying the difference with influencing groups and recognising the difficulties that may be encountered when trying to influence large numbers