THE POWER OF INFLUENCE IN THE WORKPLACE

Course Code: 7990

Demonstrate personal leadership and get results from others by building relationships and using influence skills.

Complexity, globalization, matrix organizations, cross-functional projects, partnerships, and virtual teams all mean getting things done with more people both inside and outside the organization. The challenge is achieving your goals when they require the support, buy-in, and agreement of others you likely have no authority over.

The solution is the power of influence. Influence is the ability to have a positive impact on the decisions, actions, and opinions of others. It means persuading and motivating people to willingly take action. Even if you have authority or positional power, you will be more successful if you learn how to use the power of influence to interact with others in the workplace.

Explore the four essential competencies of successful influencers in this course. Get tips and learn techniques to master competencies while using opportunities to practice and apply them to case studies and your own situations.

What You’ll Learn

• Develop the four essential competencies of successful influencers
• Increase your awareness of the impact you have on others
• Increase your skills in understanding others
• Build better relationships with others
• Create networks inside and outside your organization
• Know the elements of credibility, how to gain it, and how to lose it
• Plan and hold an influential conversation using a motivating sequence
• Create a personal influence action plan

Who Needs to Attend

• Anyone who needs to collaborate with others to get things done or participates in cross-functional teams
• Team leads and project managers
• Business leaders and managers who want to learn ways to influence without using positional power
• Anyone who wants to take more ownership of personal career development
Prerequisites

Assigned pre-work for this course should be completed one week in advance and brought to class.
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CLASSROOM LIVE $695 CAD 1 day

Classroom Live Outline

1. Introduction
   • What Makes People Influential
   • Four Essential Competencies for Influencing

2. Consciousness
   • Be Conscious of Yourself
   • See Yourself as Others See You
   • The Communication Factors and You
   • Be Conscious of Others
   • Your Influence Situation
   • Listening, Questioning, and Observing
   • Open and Closed Questions
   • Practice Listening, Questioning, and Observing
   • More or Less: Consciousness

3. Connection
   • Your Networking Picture
   • Reciprocity Builds Relationships
   • Relationships Thrive on Trust
   • Building and Maintaining Your Relationships
   • Your Influence Situation
   • More or Less: Connection

4. Credibility
   • Gaining and Losing Credibility
   • The Credibility Equation
   • Your Influence Situation
   • More or Less: Credibility
5. Communication

- Activate Your Influence Strategy
  ◦ Aim: Set an Influence Goal
  ◦ Assess: Analyze Your Audience
  ◦ Act: Plan and Hold the Conversation
- 10 Tips for a Successful Influence Conversation
- Power of Influence Communication Worksheet: Example
- Influence Checklist
- Power of Influence Communication Worksheet
- More or Less: Communication

6. Perform Phase

- Using the Power of Influence
- Personal Influence Action Plan
- Credibility Checklist
- Power of Influence Communication Worksheet
- More or Less Answer Key
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Virtual Classroom Live Outline

1. Introduction
   • What Makes People Influential
   • Four Essential Competencies for Influencing

2. Consciousness
   • Be Conscious of Yourself
   • See Yourself as Others See You
   • The Communication Factors and You
   • Be Conscious of Others
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   • Practice Listening, Questioning, and Observing
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Virtual Classroom Live

VIRTUAL CLASSROOM LIVE $695 CAD 1 day
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  - Aim: Set an Influence Goal
  - Assess: Analyze Your Audience
  - Act: Plan and Hold the Conversation

- 10 Tips for a Successful Influence Conversation
- Power of Influence Communication Worksheet: Example
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6. Perform Phase

- Using the Power of Influence
- Personal Influence Action Plan
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- More or Less Answer Key
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PRIVATE GROUP TRAINING 1 day

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Date created: 4/29/2020 12:46:15 AM
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