

Influencing with integrity (one or two days)

Influencing is a core aspect of our humanity. Whenever we are communicating with others – and not just with other people – we are seeking to influence them in some way. Yet we view the process of influencing – of manipulating each others' thoughts and feelings – with suspicion. Our society values authenticity and honest expression; the virtues of conversation, argument and influencing have become debased and devalued.

As a result, human interactions are becoming increasingly fractious. Conversation easily breaks down; debate descends into insult; collaboration becomes conflict.

We need to rediscover how we influence others, so that we can influence for the good. This workshop points the way.

We shall use models derived from a variety of sources. The aim is to help us understand our own preferred styles of influence, recognize when others are influencing us, and use the tools of influence to foster cooperation.

Objectives

As a result of attending this workshop, you will be able to:

- build rapport swiftly and easily;
- understand your own preferred style of influence;
- adapt your style to different people and situations;
- develop collaborative problem-solving; and
- transform conflict into cooperation.

Numbers on the course should be limited to **ten**.

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Outline programme

Key principles of communication

What is communication?

The three levels of communication

Building relationships

Rapport and how to build it

Push or pull?

The role of emotion

How emotions work

Emotional disclosure

A model of influencing

Understanding our own preferred style

Behavioural adaptability

Conversation: the heart of influencing

What makes conversation effective?

Seven ways to improve your conversations

From influence to influencing

Six patterns of influence

Finding opportunities to influence

From conflict to collaboration

The roots of conflict

Building co-operation

Problem-solving: a collaborative approach

Action session

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