

## Course Title: Influencing Skills

### Aim

For learners to utilise their respective communication style to influence and motivate people differently and with different personality types. We introduce the communication dynamic to give a good awareness of the influencing styles that learners already use.

### Who should attend?

Leaders and Managers

### How long does the course last?

Influencing Skills is a one day (6 hour) course.

### Progression Course(s):

2 Day Investing in our Local Leaders Programme.  
4 Day Lawful and Effective Human Resource Management.

### Course Content

- Influencing - what is?
- Influencing styles - your personal approach and impact
- Emotional intelligence
- The communication dynamic
- Values and attitudes.
- Influencing different personality styles - in practice
- Motivating individuals and groups
- Rapport and empathy
- Managing conflict
- Key messages

### By the end of the course, learners will:

- Gain an understanding and awareness of emotional intelligence
- Explore the communication dynamic
- Understand, and know how to apply, different theories of influencing
- Understand how to get key messages across clearly and concisely
- Consider how attitudes can change the impact you have
- Identify what motivates them and others
- Create an action plan to implement learning in the workplace