



## Communications & Conflict Series Influencing for Positive Results

### Summary

This workshop helps managers and employees at all levels in your organization who find they must positively influence a person or group they have no authority over. The influencing approach and techniques in this workshop are not manipulative, but done in an open, honest way, for the mutual benefit of all concerned.

### Who Should Attend

Managers and employees at all levels of your organization.

### Structure

This one-day workshop consists of the following three modules:

**Roadblocks to Influencing Others:** The workshop continues by having participants tap into the barriers that get in the way of influencing others, such as poor relationships, functional and hierarchical differences, etc. An exercise on building relationship networks and alliances is introduced.

**The Influencing Process:** This section introduces participants to a five-step process for positively influencing others that includes:

- Clarifying what each participant needs from the other(s)
- Aligning those needs with business goals
- Understanding the world of the individual or group they need to influence (including the *cultural and political climate*)
- Assessing the talents, skills and resources the participant has to offer others
- Determining an appropriate influencing strategy to employ (three types of *trade strategies* and two types of *negotiation strategies* are taught and practiced)

Various experiential exercises, practical activities, and role-playing focus on the application of each step and influencing strategy to an actual person or group the participant needs to influence back on the job.

**Influencing Difficult People:** Even the best efforts to influence don't always work, and this section focuses on how to influence stubborn, negative or difficult people. A tip sheet on influencing difficult people becomes the foundation for discussion and group problem-solving. The workshop concludes with individual Action Planning to insure success back on the job.