



Getting Results without Authority

Influencing Skills

Getting Results without Authority

Get things done in your organization by negotiating, influencing and persuading.

Highlights

- Learn and use the Commitment Model to understand why commitment from others does not happen by chance.
- Use the Personal Power Model to improve your influencing and persuasion skills in different business situations.

Key Competences

- Persuasion and Influencing
- Creating win-win situations
- Building relationships
- Managing conflict
- Negotiation skills
- Managing key stakeholders



The Right Programme for You

You are a business professional who needs to get work done through others or you need to convince another person to buy into an idea or follow up on a request.

Managers

Business Professionals

Learn, Practice and Use

- **Establish** or regain credibility so you can begin to influence people
- **Effectively** use your power base to persuade others (Personal Power Model)
- **Understand** the person you're trying to influence—and persuade through give-and-take
- **Develop** and grow relationships within your organization and beyond
- **Create** a collaborative work environment for faster, better results
- **Let** communication differences work for, not against, you
- **Achieve** trust and give-and-take relationships up, down and across the organization
- **Influence** people while projecting self-confidence without being pushy
- **Adapt** your style to the person or situation you're dealing with
- **Identify** various negotiating techniques that promote win-win outcomes
- **Share** your knowledge and challenges with your peers and MCE's highly experienced faculty

Practical Information

Face-to-Face



3 days
€2,495

Live Online



4 x 3-hour sessions
€1,995

PMI Certified

The programme is certified by the Project Management Institute® (PMI).
More information at mce.eu/pmi

Available In-Company

The programme is available as an In-Company solution for your teams.
More information at mce.eu/inco

Programme Modules

1

Personal Power

- Understanding your personal power
- Personal power behaviours
- Attributes of effective/ineffective influencers
- Your power relative to the other person
- Influencing strategies
- Commitment Model: why commitment from others doesn't happen by chance

2

Reciprocity and Relationships: The First Step in the Influence Process

- Mental model of influence
- Reciprocity assessment and case study
- Principles of reciprocity
- Building relationships
- Creating partnership

3

Communication Style

- The importance of flexing with communication style preferences when influencing others
- Various communication styles you come across at work
- Identifying your preferred communication style and those of others
- The impact of the negative attribution cycle

4

Persuasion

- Key components of persuasive skills: discovery, preparation, dialogue
- The need to adjust to different audiences
- Understanding the world of the other person
- The role of investment and risk in persuasion
- Achieving credibility
- Managing stakeholders
- Reaching a common goal
- Selling your position by providing evidence
- Connecting emotionally
- Best form of communication: listening, questioning
- Practising persuasion in business techniques

5

When Conflict Comes Between You and Your Desired Results

- Approaches to conflict resolution
- Conflict activity
- Giving and receiving feedback
- Using a win-win mindset

6

Getting Better Results Through Negotiation

- Power, information, timing and approach
- Basic principles of negotiation
- Various steps in negotiation
- Final negotiation activity

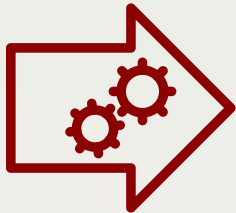
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Developing an Action Plan



Learn

the key business skills and knowledge you need for your management role today and tomorrow



Practice

the skills you learn and get feedback, recommendations and coaching



Use

what you learn and practise as soon as you get back to your office

For more information please contact:



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