

Influencing and Negotiation Skills for Leaders



Managing teams can challenge even the best technical professional, because success relies upon your ability to manage the people on the project, not just its technical aspects. In business we need to be able to influence others to adopt new ideas and drive behavioural change. New ideas are only achievable once others agree, adopt and apply them. Our personal impact and presence has consequences on the types of relationships we develop. We are constantly communicating, but are we always communicating the messages that we intend to? This course will increase your awareness of behaviours and build your confidence and ability in managing networking communications. You will learn skills for communicating powerfully, sending clear messages, and conducting challenging conversations, without damaging potential relationships. The objective of this two-day workshop is to provide you with the strategies and skills to improve your ability to motivate and achieve objectives. You will gain the understanding of:

- Motives that drive behaviour
- Influence approaches
- Your individual style and that of others
- Building empathy
- Methods to reduce resistance and potential conflict
- Response styles to achieve your communication goals
- Manage entrances and exits from groups
- Understand the impact of non-verbal communication
- Build behaviours and attitudes to improve your influencing network
- Negotiate long-term value
- Manage relationships and behaviour during and after difficult negotiations
- Eliminate time wasting deadlocks and conflict
- Understand 'value concessions' and how to trade them

Who Will Benefit?

This course is designed for Managers with a need to achieve more from the people they manage

Course Outline

- What is influence
- The importance of pull and push influencing styles
- Creating a vision
- The need for influence to achieve objectives
- Understanding what motives and influences behaviour
- Power bases for influence
- Influence strategies and techniques
- Dealing with resistance
- Influencing downward, upward, and laterally
- Changing your influence strategies
- Empathy and how to build it
- Creating interest in yourself and your business
- Finding common ground
- Pace, tone, pitch and loudness
- Listening to understand and not just to respond
- Asking quality questions

01623 627264

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Influencing and Negotiation Skills for Leaders



- Powerful delivery methods to communicate your view
- Define negotiation
- Where does selling stop and negotiation start?
- Characteristics of top negotiators
- The negotiation process – key principles and stages
- Common negotiation mistakes
- Planning and preparation
- Developing your negotiation case
- Interpreting and capitalising your 'values concessions'
- Closing
- Handling objections, challenges and conflict
- Creating win-win environments
- The different tactics for one-to-one and team negotiations
- Keeping the momentum going
- Reviewing your own negotiation skills
- Delivering practical negotiations and receiving feedback

Duration

2 Days

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