

Personal Effectiveness for Managers



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? Improving your interpersonal skills will enable you to relate more effectively to others and sustain quality working relationships. The practice of these dynamic skills will enable you to:

- Learn more about yourself and how you affect others
- Understand why people react the way they do
- Better influence the results you get when interacting with others
- Stand up for yourself and your ideas without offending
- Turn around relationships that have gone sour
- Positively change your own interpersonal skills and habits
- Build rapport
- Methods to reduce resistance and potential conflict
- Response styles to achieve your communication goals
- Understand the impact of non-verbal communication
- Build behaviours and attitudes to improve your influencing network

Who Will Benefit?

Those who want to improve their effectiveness in achieving results through other people

Course Outline

- What is persuasion and influence?
- The importance of pull and push influencing styles
- The need for influence to achieve objectives
- Understanding what motivates and influences behaviour
- Power bases for influence
- Influence strategies and techniques
- Dealing with resistance
- Influencing downward, upward, and laterally
- Changing your influence strategies
- Rapport and how to build it
- Pace, tone, pitch and loudness
- Listening to understand and not just to respond
- Asking quality questions
- Powerful delivery methods to communicate your view
- Improving self-esteem and confidence: yours and others'
- How to recognise, evaluate, and eliminate self-defeating habits and actions - focus on your specific issues
- Recognising nonverbal cues and their impact
- How to make positives out of conflict

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- Dealing with delicate situations and difficult people
- How to avoid self-sabotage
- Creating your own structured change tool kit to support long term improvement of your interpersonal skills

Duration

2 Days

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