

Consulting and Training | Reach New Heights

Course Name

Leveraging Influencing Skills

Sector Name

Interpersonal Skills and Self Development

Document Type

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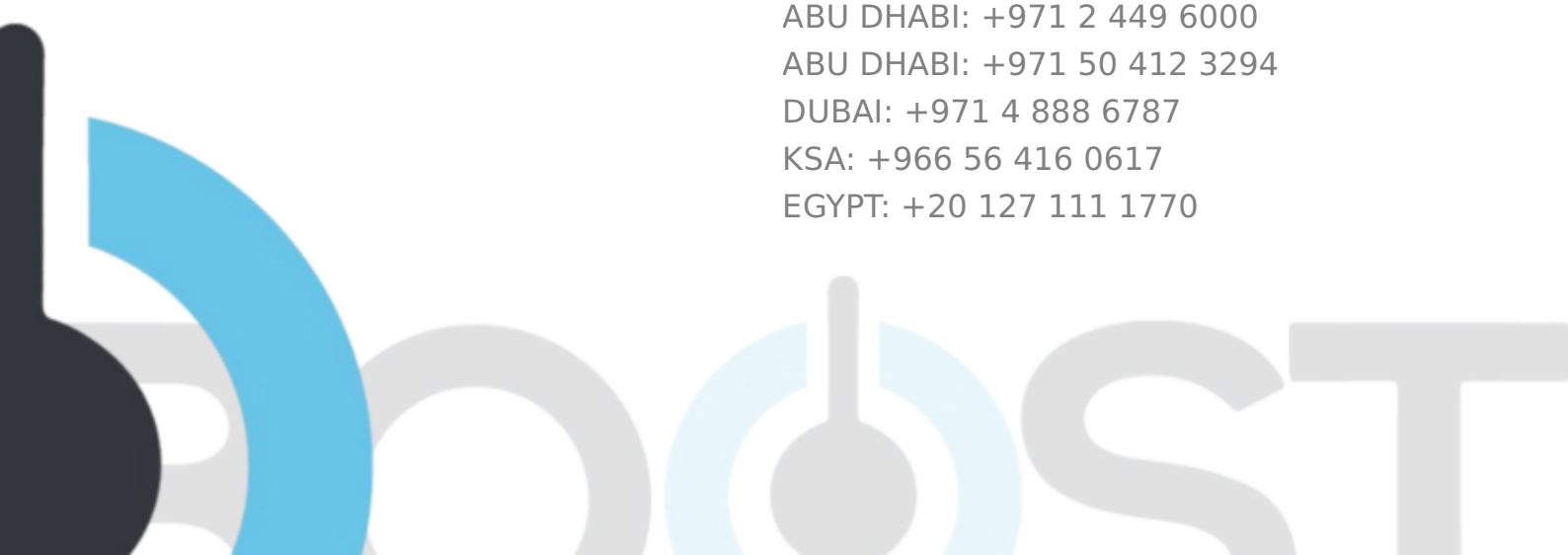
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Leveraging Influencing Skills

Course Introduction

Being able to influence and persuade others to get them to do what you want them to do is a key skill in business as well as in life as a whole. This course will help participants to learn the key skills and techniques so they can win people around to their ideas, influence others on certain decisions, and persuade them to take a certain course of action, all by the way they communicate with them.

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Leveraging Influencing Skills

Target Audience

- ✓ Executive Secretaries
- ✓ Executive Personal Secretaries
- ✓ Personal Secretaries
- ✓ Executive Assistants
- ✓ Personal Assistants
- ✓ Office Managers
- ✓ Administration Managers
- ✓ Management Secretaries
- ✓ Senior Assistants

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Leveraging Influencing Skills

Learning Objectives

- ✓ Differentiate between influence, persuasion, power, and manipulation
- ✓ Identify behaviours and characteristics of effective influencers.
- ✓ Identify and apply a range of strategies, techniques, and styles for influencing
- ✓ Understand the principles and core concepts that Advanced Influencers apply when they are trying to get someone to agree to their suggestions.
- ✓ Use influencing techniques and project confidence to handle challenging situations
- ✓ Determine and apply advanced interpersonal and mind influence
- ✓ Enhance personal persuasion and influencing skills.

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Course Outline

✓ 01 Day One

Introduction and Basics of Influence and Persuasion

- ✓ What is influence and persuasion?
- ✓ When do we influence?
- ✓ The importance of influencing styles
- ✓ How does your behaviour impacts on your chances of success when trying to influence others?
- ✓ Understand the power of creating a strong personal effect to confidently influence people.
- ✓ The ethics of power, influence, and persuasion
- ✓ Using rapport-building techniques, persuasion, and influencing skills to create a positive impact

Psychology of Influence and Vision

- ✓ How the mind works: Psychological influence
- ✓ The motivational factors of influence
- ✓ Nudge theory: Is this the answer?
- ✓ Cialdini's Model is used to influence universally
- ✓ Vision and understanding the 'Why.'
- ✓ Circle of Trust and the Influence Model

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Leveraging Influencing Skills

Course Outline

✓ 02 Day Two

The Golden Rules of Effective Influencing

- ✓ Examining your current beliefs
- ✓ Reviewing expert beliefs
- ✓ Four common influencing mistakes
- ✓ Making changes that you feel are appropriate for you
- ✓ Steps in Influencing
- ✓ Rapport
- ✓ Questions
- ✓ Listen
- ✓ Persuade
- ✓ Decision
- ✓ The 3 means of Persuasion
- ✓ Building Credibility
- ✓ Understanding the audience and ways to earn trust

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Course Outline

✓ 03 Day Three

Non-Verbal behaviours to enhance influence

- ✓ Posture
- ✓ Gestures
- ✓ Voice tone and speed
- ✓ Breathing
- ✓ Influencing Styles
- ✓ Assertive
- ✓ Convincing
- ✓ Negotiating
- ✓ Bridging
- ✓ Inspiring

Factors in Influencing Others

- ✓ Asserting your presence
- ✓ Applying assertiveness techniques
- ✓ Understanding the motivational factors in task allocation
- ✓ Transactional analysis: resolving disagreements actively
- ✓ Ethical/moral implications: PLUS model
- ✓ Applying the GLASS Model of conflict management

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Course Outline

✓ 04 Day Four

Persuasion and Influencing Strategies

- ✓ Mirroring values (the power of empathy) and bonding through 'small talk.'
- ✓ Reading body language to assess the other party's reactions
- ✓ Summarising to create rapport
- ✓ Hierarchy of ideas to generate understanding and co-operation
- ✓ Conditional Language
- ✓ The Three-Step Assertive Technique
- ✓ Negative Consequences
- ✓ Credentialing
- ✓ Trust Builder Technique
- ✓ Discrepancy Assertion
- ✓ Story Telling
- ✓ Legitimising

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Course Outline

✓ 05 Day Five

Advanced Influence Communication Techniques

- ✓ Relationship building and the impact of the environment on behaviours
- ✓ Communicating with different personalities
- ✓ The power of questions and how to structure these for impact
- ✓ Advanced Active Listening techniques
- ✓ Reading Non-verbal communication/body language
- ✓ Overcoming objections and negative phrases

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 26, 2027	April 30, 2027	5 days	4250.00 \$	UAE , Dubai
Oct. 25, 2026	Oct. 29, 2026	5 days	4250.00 \$	KSA , Riyadh
Jan. 11, 2027	Jan. 15, 2027	5 days	4950.00 \$	England , London
July 26, 2027	July 30, 2027	5 days	4250.00 \$	UAE , Abu Dhabi

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