

# Influential Communicator

## Course Overview

In today's fast paced work environment, it is essential that individuals demonstrate an exceptional capacity to get their information and ideas across quickly and received in the way that they intend. Never, more than today, is it critical to cut through communication static and have the heart of the message received and acted upon.

The difference between a good worker and a great worker in current work-places, comes down to their capacity to mobilise the people around them to action. And this is what great influencers do.

## Course Outline

- Understanding Influence
- Influencing competencies and skills
- Body language
- Building deeper rapport
- Use of power strategies in Influencing
- Verbal behaviours
- Questioning and listening skills
- Paraphrasing
- Conflict handling and agreement
- Surfacing objections

## Course Outcomes

- Understands the core competencies of strategic influence.
- Consciously and strategically demonstrates the compounded skills in these areas and chooses tools to enhance influencing outcomes.
- Uses "pull" behavioural techniques to encourage others to action.
- Manages the distractors which affect influential outcomes.
- Chooses appropriate and proven psychological principles to get cognitive "buy-in" in influential situations.
- Use sophisticated and influential communication activities to get information received in the way it was intended every time.
- Manage conflict, reach agreements, modify behaviours and mobilise actions in a positive and relationship-focused way.

## Program Format

This is a one-day program that can be delivered face-to-face or as 2x 3.5-hour virtual programs.



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