

INFLUENCING SKILLS FOR HR

A one-day workshop

The ability to influence others and gain their co-operation in a positive way is an essential skill for HR. The reality is that we cannot NOT influence, the question is how we influence others and what would make us more effective. This workshop will give you the opportunity to reflect on your impact at work and identify situations in which you would like to be more influential. You will learn how to achieve better results through creating rapport with others in order to win their support. You will learn a host of practical influencing tools and techniques. The workshop will focus on how you apply them in a wide range of situations and build flexibility so that you are able to adapt your approach with different people to get the best outcome.

LEARNING OBJECTIVES

- To understand the importance of using positive influence at work and your personal influencing style.
- To gain co-operation and support from others by building and maintaining rapport.
- To develop your influencing skills and enhance your impact and credibility.
- To apply influencing tools and techniques practically within the workplace.
- To be able to adapt your approach with different people and in different circumstances to get the best outcome.

FORMAT

This is a highly interactive and participative one-day workshop, designed to give participants a thorough understanding of influencing skills and the confidence to apply the key skills, tools and techniques to their own situations.

Participants will be sent a welcome pack in advance of the session which will include some pre-course work as well as asking them to reflect upon their own experiences and challenges in this area. Participants will also be asked to familiarise themselves with the key internal policies and procedures relating to this area and to bring copies to the course for reference throughout.

AUDIENCE

HR professionals at all levels.

SPECIAL FEATURE

The outline below is an example of the type of programme we can construct and deliver. The content, duration, objectives and material used can all be tailored to suit your specific needs.

EXPERT TRAINER

This programme was designed and is delivered by Rosanne Bernard, our lead trainer in this area. See her profile below.

WORKSHOP OUTLINE

- 1 Introduction
 - Workshop objectives and benefits from attending
 - Participants' experience and confidence in this area
 - Personal objectives
- 2 Understanding influence
 - What is influence?
 - Positive influence and persuasion v manipulation and coercion
- 3 Characteristics of influential people
 - *Exercise: Who influences you and how?*
 - Sources of power: understanding your impact
 - Six key rules of influence: applying these practically at work
 - Building and maintaining credibility and trust
- 4 Influence and you
 - How do you influence others? Identifying what helps and what challenges
 - Identifying situations participants wish to be more influential in
 - Understanding the 'circle of influence'
- 5 Influencing styles
 - Different Influencing styles and when to use them
 - Your preferred influencing style and behavioural flexibility
 - Group exercise to build flexibility in approach
- 6 A staged approach to influencing
 - Understanding the four key stages
 - Preparation, the conversation, the decision and action
- 7 Planning and preparation
 - A checklist
 - Determining importance and clear outcome
 - Identifying beliefs and the self-fulfilling prophecy
 - Understanding the other party / parties.
Considering their outcomes, what they value, what might they raise / challenge?
- Identifying which influencing style is most appropriate
- Planning your approach
- Group exercise: Application to participants' real situations
- 8 The conversation
 - A structured approach: key points to remember
 - Creating and maintaining rapport
 - Communicating effectively: questioning and listening skills
 - Assertiveness and influence
 - Reaching a decision and agreeing a way forward
- 9 The PROVE model
 - A model of persuasion
 - Group exercise: Application to participants' real situations
- 10 Handling challenging situations
 - Handling concerns and objections
 - Other challenging situations and strategies
 - Adapting your approach to different people and different
- 11 Next steps
 - Individual learning and actions
 - Group review and close

Any questions? Just give **Helen Nuttall** a call on **01582 714280** for a no-obligation discussion about running this workshop for your organisation on an in-house basis, or visit www.maximumperformance.co.uk for more details.

LEAD TRAINER / CONSULTANT PROFILE

ROSANNE BERNARD



Rosanne is an experienced trainer, facilitator and coach with substantial experience gained in both the public and private sectors. She worked for many years as a generalist HR Business Partner and has experience working at a senior level formulating and implementing HR strategy and policies. In addition, she has extensive experience advising and supporting managers with the full range of HR responsibilities, including recruitment, employee and industrial relations issues.

Rosanne also has extensive experience working as a learning and development consultant, trainer and coach. She now runs her own consultancy practice and brings enthusiasm, pragmatism and a real understanding of the challenges facing organisations today.

KEY AREAS OF EXPERTISE

Rosanne's work focuses on:

- training (in the areas of HR skills, management development, skills training and train-the-trainer)
- building high performance teams
- one-to-one coaching
- expert facilitation (of meetings, workshops, strategy development days, etc)

Rosanne is passionate about helping organisations and individuals reach their full potential. She has substantial experience of training and development at all stages, including training needs analysis, designing and delivering training interventions and training evaluation against business outcomes and performance.

CAREER HIGHLIGHTS

Before starting her own consultancy practice in 2002, Rosanne had HR roles at Bedfordshire County Council, British Waterways and, for ten years, at Kodak, where as an HR business partner within a senior management team she provided a comprehensive range of HR services at a strategic and operational level to over 700 employees. This generalist role encompassed resourcing, compensation, industrial relations and employee relations. Rosanne then moved into Kodak's management consultancy service where she designed and delivered management and personal development programmes, facilitated team meetings and events, and coached teams and individuals to maximise their performance.

FEEDBACK

Rosanne gets outstanding feedback from workshop participants, as the following comments show:

'Fantastic! Extremely helpful and very knowledgeable.'

'Rosanne's presentation and knowledge were brilliant.'

'Excellent course in terms of content, right balance of theory and practical sessions. Rosanne made us feel extremely relaxed and gave feedback to help us learn from the practical sessions.'

'I don't think I've ever had such a good day's training – very relevant, good information and the trainer was very good.'

'A lot of information was absorbed. I've not had SO MUCH FUN on any previous course.'

'Excellent facilitator. Can draw the audience and get the best out of them.'

'I think that this is the most useful and enjoyable course I have attended so far, not only in content but also in presentation.'

'Thoroughly enjoyable and highly relevant throughout. Very professionally prepared and presented. Thank you.'

'Really fun, very informative, lots of great ideas.'

'Excellent trainer, very motivating, clear, concise and approachable. A great day's course.'

'Very inclusive, very clear, very informative!'

'Relaxed style and a lot of knowledge.'

'Knowledgeable and wealth of experience means she is able to effectively advise on all HR situations.'

'Confident professional delivery.'

'Very worthwhile course would highly recommend it to all supervisors/managers.'

'Excellent course, valuable info gained and delivered a comfortable pace, especially considering I have had no previous investigation training.'

'Great refresher that all supervisors should attend.'

'A very worthwhile course.'

'Very credible. Rosanne knows her stuff and holds the attention of the group well. Thoroughly enjoyed the day - thanks!'

'Energetic, experienced, knowledgeable.'

'Very knowledgeable. Prepared to listen and adapt. Well presented.'

'Rosanne was really good, I like the way she delivered the training.'

'It brought the group together as a team.'

'Great at identifying shortcomings, positive and negatives.'

'A great programme to allow reflection and the opportunity to re-group.'

'Excellent discussion based event, forward focused.'

'Great facilitator.'

'Excellent and knowledgeable facilitator.'

'Very professional, concise relevant, held my attention all day!!!!'

'Vast knowledge and willing to listen and answer all questions.'

'Excellent, knowledgeable and kept us all on track.'

'Unflappable trainer. Great, would recommend.'

'Great! Well prepared. Asked questions and got delegates to break down their explanations to find out what exactly was required for actions moving forward. Engaging and inviting. Had fantastic conversations at lunch and felt she gave more than just her training tasks. Thank you!'

'Friendly, knowledgeable, fun!'

QUALIFICATIONS, TRAINING AND PROFESSIONAL MEMBERSHIPS

- Fellow of the Chartered Institute of Personnel and Development
- Post-Graduate Diploma in Personnel Management
- Business Practitioner in NLP
- Qualified coach through the Coaches Training Institute
- Qualified to use a number of psychometric instruments, such as OPQ, MBTI Step 1 and 2, WAVE, FACET 5, TMSDI, Mental Toughness (MTQ 48), etc
- Solutions Focus Practitioner