

# Influencing skills for HR

## Overview

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

## Audience

HR professionals at all levels.

## 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.

## Special feature

The outline on the next page 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.

## 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

**For a no-obligation discussion about running this programme for your organisation on an in-house basis, just give us a call on [01582 463462](tel:01582463462).**