



TM393: Professional Certificate in Personal Effectiveness & Influencing Skills

Training Description:

In a world where we are all connected, we are still somehow disconnected.

This training course explores the science and practical application of influencing others drawing from the work of many experts. S. Covey, in his book, the 7 habits of highly successful people suggest that to be understood, you need to understand. It is the spirit of this contention that has influenced the development of this training course.

An essential component to Influencing the thoughts and actions of others is directly related to the quality of the relationships you have with others. You will always be at least half of the equation in any interaction with another person. Therefore, equipping yourself with the knowledge and skills to influence others is an essential part of any business professional's toolkit. Look no further than this inspirational programme.

This course will highlight:

- Building strong relationships in the workplace
- The value of using the Influence Model
- Influencing others in decision making
- Where flexibility and negotiation can achieve successful outcomes
- Delivering a Presentation which lands with impact

Training Objectives:

By the end of the training, participants will be able to:

- ✓ "Seek first to understand," The key to building relationships
- ✓ Plan, execute and influence your peers
- ✓ Influence others to make more informed decisions
- ✓ Deliver a best in class presentation
- ✓ Co-create win-win outcomes in the workplace

Organisational Benefits:

- ✓ Develop personal communication skills, which will enable employees to be more effective in their day to day work
- ✓ Exposed the importance of building strong cross-functional relationships which will improve organizational efficiency and effectiveness
- ✓ Ability to negotiate outcomes that both parties feel is valued is integral to winning and maintaining long term business partnerships
- ✓ Equipping employees with the skills to have more productive business conversations with colleagues
- ✓ Increase operational efficiency by enabling staff to spend their time on business priorities
- ✓ Opportunity to explore a range of business and personal effectiveness skills in a safe learning environment

Personal Benefits:

- ✓ Learn the key role of Emotional Intelligence in building long-lasting business relationships
- ✓ Completion of a personal profile to enhance self-awareness
- ✓ Gain knowledge in the application of a range of communication tools, give and receive feedback from their peers

- ✓ Gain new concepts and methods through real-life case studies
- ✓ Learn how to structure and deliver a best in the class presentation which will deliver outstanding personal and professional results
- ✓ Negotiate with a view to building long term sustainable relationships

Training Designed for:

This course is aimed at Business Professionals who want to re-enforce the existing skills and build a new layer of expertise that will enhance more in control of the business discussions. It will also benefit those who wish to communicate and present their ideas more powerfully.

This course is intended for Project Managers, Marketing Professionals, Senior Business Leaders, All Team Leaders and Managers, anyone who supervises or manages a team, Sales Professionals who wish to have a greater impact on their clients, Any Business Professional who is seeking to expand its sphere of influence and Business Professionals who need to work collaboratively with other business functions.

Training Requirement:

“Hand’s on practical sessions, equipment and software will be applied during the course if required and as per the client’s request.”

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client’s learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

DAY ONE:

- ❖ The Link between Influence and Relationships
 - Defining the Characteristics of Required to Influence Others
 - Where are you and those you wish to Influence on the Change Curve?
 - What are the blockages we face when influencing others?
 - The Importance of Accommodating Different Learning Styles
 - The Fight, Freeze, or Flight: How the brain works?
 - Unconscious Bias and How We Filter Information
 - Understanding Different Behavioural Styles
 - Emotional Intelligence and Influence

DAY TWO:

- ❖ Building Your Personal Effectiveness Toolkit
 - The Influence Model
 - The Critical Elements of the Influencing Model Explained and Demonstrated
 - Listening with Intent
 - Asking Better Questions to Understand Truly
 - The Importance of Building in Flexibility to Any Idea or Proposal
 - Influencing Decision Making at Work
 - Influencing Others to Make More Informed Decisions
 - How to Use Decision Making Tools in Practice

DAY THREE:

❖ Negotiation in Practice

- Explaining What Negotiation Is and Isn't
- An Introduction to Negotiations
- Negotiation Skills in Business and Life
- Understanding Negotiation Parameters
- Preparing for Your Negotiations
- Learning How to Identify Negotiable Variables – What do I trade?
- The Principles of the WAP (Walk Away Point) and Why It Is Important

DAY FOUR:

❖ Delivering a Best in Class Presentation

- What makes Memorable Speech?
- Presentation Top Tips
- Introduction and Use of the INTRO Formula
- Using Intonation for Effect
- Exploring the Role of Non-Verbal Communication When Presenting
- PowerPoint Do's and Don'ts
- Using Stories and Visualisation to Enhance Your Message
- How to Control Nerves like a Professional
- Creating a Personal Vocal Checklist

DAY FIVE:

❖ Building Your Sphere of Influence

- Understanding the Sphere of Influence
- Creating a Personal Influence Map
- Consideration of Influencing Tactics
- Developing a Personal "Plan of Action" for Your Return to Work
- Building Your Personal Resource Library

❖ Course Conclusion

❖ POST-ASSESSMENT and EVALUATION

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

TBA as per the course location - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

For training registrations or in-house enquiries, please contact:

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