

AMA-2532: Getting Results Without Authority

Course Code: 2532

Duration: 4 days

Instructor-led Training (ILT) | Virtual Instructor-led Training (VILT)

OVERVIEW

Whether you're dealing with bosses, colleagues, staff members or senior management, the ability to win respect, influence people and cultivate cooperation is absolutely essential to career success. In this persuasive skills training, you'll focus on the key elements of influencing others when there is lack of authority—personal power, persuasion and negotiation.

Learn how to influence people by building your power base using the Personal Power Model...understand exchange and reciprocity (the first steps in the influence process) ...adapt communication style to build credibility...persuade with a framework of discovery, preparation and dialogue...master the key components of negotiation. You'll practice persuasive communication and other influencing techniques right from day one through the final activity—and enhance your learning with videos, exercises, assessment tools and group discussions.

SKILLS COVERED

After taking this course, you should be able to:

- Establish or regain credibility so you can begin to influence people
- Effectively use your power base to persuade others
- Understand the person you're trying to influence—and persuade through give-and-take

- Develop and grow relationships within your organization and beyond
- Create a collaborative work environment for faster, better results
- Let communication differences work for, not against, you
- Successfully sell your ideas and implement change
- Achieve trust and give-and-take relationships up, down and across the organization
- Influence people while projecting self-confidence without being pushy
- Adapt your style to the person or situation you're dealing with
- Identify various negotiating techniques that promote win-win outcomes

WHO SHOULD ATTEND?

This persuasion and influencing course is ideal for those who need to have work done through others—or who need to convince another person to buy into an idea or follow up on a request.

PREREQUISITES

There is no prerequisites required to attend this course.

MODULES

Module 1: Personal Power

- Describe the Personal Power Model and How to Use It with Your Personal Power Base
- Identify the Behaviors That Indicate Effective Influencing
- Define Ways to Develop the Platform for Your Personal Power Base

Module 2: Building Your Personal Power Base

- Describe How Exchange, Relationships and Partnerships Are the Foundation of a Personal Power Base and the Keys to Influence
- Identify Your Exchange Portfolio
- Define the Principle of Reciprocity
- Identify Ways to Build Relationships Upward, Downward, and Laterally Within Your Organization
- Explain the Value of Creating Partnerships

Module 3: Personal Preferences

- Describe the Importance of Personal Styles When Influencing Others
- Explain the Major Personal Styles That You Deal with in Organizations
- Identify Your Preferred Style and Those of Others
- Define the Impact of the Negative Attribution Cycle

Module 4: Persuasion

- Define and Apply Credibility, Logic, and Emotion in the Persuasion Process
- Evaluate Where Your Audience Is on Both Communication and Personality Issues, and Develop an Approach
- Discuss How Persuasion Is a Learning and Negotiation Process
- Explain How to Follow the Key Learning Steps of Discovery, Preparation, and Dialogue in the Persuasion Process

Module 5: When Conflict Comes Between You and Your Desired Results

- Describe the Impact of Conflict on Getting Results
- Discuss the Conflict Management Responses Available
- Define How to Provide Constructive Feedback and Not Add to the Conflict

- Explain How to Select the Appropriate Option for a Situation

Module 6: Getting Better Results Through Negotiation/Influencing

- Explain the Key Preparation and Process Steps of Negotiation
- Define and Apply the Principles of “Soft” Negotiation
- Apply Influence, Persuasion, and Negotiation in a Negotiation Activity

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