

# Influencing and Persuading Others

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The ability to influence people positively, enables us to achieve more and boosts our personal credibility. This programme will enable delegates to gain the co-operation of others without manipulation.

By the end of the course delegates will be able to:

- build self-esteem and confidence in dealing with people
- use appropriate language to persuade
- reduce potential conflict in working relationships
- influence people to change — willingly
- achieve business results

The course includes:

- influencing and persuading: what they mean
- negative influences: barriers to commitment and willingness and how to overcome them
- building confidence and self-esteem
- the power of persuasion
- how to understand other people's values and motivation

- effective communication
- conflict minimalisation
- converting reluctance and compliance into commitment

This course is suitable for managers, professionals and specialists who want to improve their effectiveness with staff, colleagues, superiors, customers, clients and suppliers.

Duration: 2 days



**The Island Partnership**

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