Maximizing Your Influence as a Leader
Gaining Consensus and Leveraging Power

Do you need to achieve results through others who don't report to you? This is becoming the norm in most organizations where flatter structures and generational differences can result in unanswered calls or short emails with no action taken. Positional "power," may not be enough to persuade people to take action on your priorities. Truly effective managers, directors and individual contributors use influence skills to achieve results, regardless of their positional power. This course is designed for those who want to cultivate and/or sharpen their skills in this area.

Format: The workshop can be customized as a series of half day seminars in conjunction with multi-rater assessment programs such as DISC and 360 degree feedback tools. The course will involve individual and small group exercises, role plays, facilitator presentations, personal coaching and group discussion. A manual is included with the program.

Learning Modules may include:

Influencing Styles: Participants will use the results of their Leadership Experience Assessments (LEA) to assess the strengths and challenges of their own influence style as well as learn methods for influencing and persuading internal and external clients with similar and differing styles.

Participants will learn competencies which may include one or more of the following:
- **Cialdini's Influence Competencies** – Using commitment and consistency, social proof, reciprocation, authority, liking, and scarcity to influence others.
- **Flores' Conversational Distinctions** – Gaining trust though actionable promises, requests and time-bound agreements.
- **Story Telling** – Using Joseph Campbell's "Hero's Journey" structure to integrate the power of cinema into ones own anecdotes and stories.

Relationship Management: Participants will use the principals of contact and relationship management to structure and build one's personal and organizational network.

Methods and tools may include one or more of the following:
- **Structuring a Networking Meeting** – Understanding phases of a networking meeting, conversational scripts, follow-up techniques, and engaging in role-plays for skill development.
- **Relationship Management** – Employing professional objectives, target lists, activity goals, research methods and contact lists to structure and organize one's networking activity.

Negotiation and Conflict Management Skills: Participants will learn to negotiate powerfully and collaboratively for positive mutual results in a manner that influences and strengthens new and existing relationships.

Methods and tools may include one or more of the following:
- **The Kilman Model and Other Tools** – Five approaches to managing conflict, defining and analyzing positions vs. underlying needs, conversational model for addressing conflict, and leveraging creative problem solving.
- **Constructive Feedback** – Practicing reverse negotiation role-plays with feedback and personal coaching.

Personal Assertiveness: Participants will learn how to express in a direct and honest way their purposes, needs, and goals in behaviors that are appropriate to the situation and individuals present.

Methods and tools may include one or more of the following:
- **Assessment of Personal Mission** – Understanding one's own vision, values, personal traits and motivations as vehicles for navigating and influencing an organizational system.
- **Assessment of Personal Assertiveness Style** – Learning to distinguish aggressive, assertive and passive behaviors as well as the importance of emotional intelligence and the power of open-ended questions.
- **Overcoming Roadblocks to Assertiveness** – Understanding uses of non-verbal communication, reflective listening, self-disclosure, dealing with difficult people, I-statements, and using pull vs. push energy.