

## Influencing, Motivating & Empowering Others



**Develop inspiring and compelling techniques to win people over and gain buy-in**

### Who is it for?

This short programme is for anyone who needs to build a higher level of interpersonal skills to gain commitment from staff, colleagues, customers, suppliers or management.

### Overview

One of the keys to effective leadership is achieving success with and through others. To achieve this we must gain a balance between coaching and managing performance. Coaching is the process of helping individuals maximise their potential to the benefit of themselves, the team and the organisation. Managing performance is striking the balance between developing people and achieving the desired output. The aim of this two day programme is to explore a range of leadership styles and reflect upon the skills required to harness employee potential, manage challenging behaviour and improve both individual and team performance.

### Workshop Objectives

- Apply a range of techniques to develop rapport with others.
- Enhance personal communication skills through effective questioning and listening.
- Apply a five step delegation technique to gain willing co-operation from others.
- Define SMART objectives and action plans.
- Overcome resistance and potential conflict during negotiations.
- Adopt personal communication style to create win-win situations.
- Give positive and constructive feedback to enhance confidence and motivation.
- Hold individuals accountable for achieving results.

### Investment

Total investment for this two day programme is £285 per person. Alternatively, this programme can be delivered internally to your organisation for a total investment of £1950. Based on a group size of ten persons, this reflects an investment of £195 per person. This cost includes all relevant materials but excludes any costs associated with the venue.

### Ilm Accreditation (optional)

For an additional investment of £79.00 per person, and on successful completion of this programme and associated action plan, the Institute of Leadership and Management (ilm) will acknowledge the participant through the Development Award and twelve months ilm membership which includes access to online support materials, study guides and career development support.