

Influencing skills

Full Day



Packed with techniques for resolving issues with co-workers, staff, clients and bosses. Discover how to think clearly under pressure and present a logical argument in meetings.

Looking confident

- What are your natural strengths and limitations when speaking in meetings?
- How to use your hands and eye contact to look confident
- How to project your voice without shouting
- What to do if your mind goes 'blank', so nobody realises you were in trouble

How to organise your ideas while you're speaking

Most people speak without organising their thoughts. We provide a proven 3 step structure for delivering a logical argument, without notes.

- How to grab people's attention in the first 30 seconds
- Summarising the current situation
- Describing 3 options with pros and cons
- Proposing your solution

Adding impact to your message

- How to turn jargon and bureaucratic waffle into plain English
- How to identify your 'key message', a phrase that sums up your argument
- How to use pauses and silence to keep people listening
- Putting it into practice – throughout the workshop participants apply the skills to situations they face at work. In a short time these techniques become second nature.

Persuading people

- How to pinpoint whether a person's position is based on *logic* or *emotion*
- How to tailor your argument to address logical and emotional concerns
- What is the difference between a feature and benefit?
- How to sell the outcome (the sizzle) not the process (the sausage)
- The power words that make people listen



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Responding calmly to difficult questions

- How to acknowledge other people's opinions without patronising them
- How to control your anger or frustration when disagreeing with someone
- Discover how to buy yourself time to think
- How to present a logical counter-argument in a respectful way
- How to put an end to personal 'jokes' without causing more hostility



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