

A man in a white shirt and dark tie, seen from behind, standing in front of a chalkboard with two large arrows pointing outwards. The text "UNDERSTANDING INFLUENCE" is overlaid on the image.

UNDERSTANDING INFLUENCE

SEOUL. HONG KONG. SINGAPORE. TOKYO. SHANGHAI. BEIJING. KUALA LUMPUR. BANGKOK. SYDNEY.

Program OVERVIEW

It is not the strongest of the species, nor the most intelligent that survives, but rather the one that is most adaptable to change.

— Charles Darwin

In today's challenging and fast paced business environment, success is built upon our ability to inspire and influence others and build secure, sustainable relationships – fast. This program is designed to help participants influence others and the decisions they make during internal negotiations. The ultimate success in creating or rebuilding that type of business relationship rests in implementing a systematic framework to achieve one's influencing objectives. Our philosophy is simple: the clear focus of this training program is to ensure that your professionals are able to conduct the most effective internal negotiations for the mutual benefit of both customers as well as your organization. The workshop features feature interactive lectures, small group discussions, instructor lead activities, and real world role-plays drawn from company case studies.

Participants will:

- Use influence models to help them develop effective influence behaviors and a strategic and tactical approach to influence in internal negotiations
- Evaluate how they currently use influence behaviors and identify areas for development
- Develop and practice a variety of influence behaviors which they have identified as important to achieving successful results
- Establish clear and powerful influence goals

Design an approach for formal and informal influence situations; apply the approach to a real-life situation

SCHEDULE

SESSION PRE-WORK
Online Influence Survey

IN SESSION OVERVIEW

Defining Influence

- Identifying the critical elements
- Building value with others
- Working with resistance for positive outcomes
- Benchmarking Influence scenario
 - Debrief
 - What problems do we have?

The Elements of Influence

- How can we measure influence?
- Examining research on cross-cultural influence and our own survey results.
- Translating theory to on-the-job practices.
- Using an influence formula to guide your planning

Building Your Foundation

- Creating trust-based relationships and networks
- Applying techniques for building rapport
- Building active-listening habits
- Influencing without authority

Program OVERVIEW

Good decisions come from experience. Experience comes from making bad decisions.

— Mark Twain

Achieving and maintaining commitment

- Going beyond compliance (influencing “up”)
- Creating collaboration
- Recognizing manipulation and taking positive action
- Managing difficult conversations

Applying Six Major Influence Strategies

- Identifying strengths and limitations (Cialdiani)
- Leveraging the advantages of each strategy
- Building and expanding your network
- Identifying stakeholders

Expanding Your Positive Power Base

- The six types of power: Referent, Information, Expert, Legitimate, Reward, Coercive (Cohen-Bradford Model)
- Extending your personal “currencies”
- Navigating organizational politics
- Benchmarking Influence scenario 2
 - Debrief
 - How have we improved?

Action plan & close.

- Respecting the needs of others.
- Saying No with confidence.
- Influence and persuasion.
- Active listening and questioning techniques

