



## **Influencing & Negotiating Skills**

### **Course Overview**

Being successful and achieving goals at work often requires the ability to exert positive influence on a range of people and at times to negotiate with them. This can be a daunting prospect when the people concerned have different agendas or priorities. This practical one day course will equip participants with tools and strategies to become more effective influencers and negotiators. It will also highlight productive and non-productive behaviours.

### **Who should attend**

Anyone in roles such as admin and support, project teams, multi-agency and partnership working, which involve influencing people they do not manage.

### **Course Objectives**

**By the end of the course participants will be able to:**

- Explain what is meant by 'influencing' and 'negotiating' and outline the keys skills, behaviours and tactics required for successful outcomes
- Recognise sources of power and how to use personal power in a positive way
- Understand different influencing styles and be able to decide on style to adopt
- Use positive influencing skills in different situations
- Explain the 4 stage of negotiation and how to handle them effectively
- Use a range of negotiation tactics to reach Win:Win outcomes

### **Course Content**

- Definitions and awareness of the differences between influencing and negotiating
- Situations at work where influencing or negotiating is required

- Self-assessment questionnaire on influencing styles
- Analysing different styles and considering when to use them
- Understanding the concept of power and how it relates to influencing
- Awareness of own sources of power and where these can be used appropriately
- Principles and tactics for effective influencing
- Using the persuasive funnel
- Essential skills and attitudes for influencing
- Behaviours to avoid when influencing
- Importance of rapport building and how to achieve it
- Awareness of language and words or phrases to avoid
- Principles of negotiation and introduction to the 4 stages of negotiation
- Understanding the use of variables and handling movement and concessions
- Reading body language and using to your advantage
- Common mistakes in negotiation and how to avoid them
- Practical exercises in influencing and negotiation
- Personal action notes

## Reviews

*“Very good course with plenty of variety and useful techniques that will assist me in my job.”*

*JM, Creative Scotland*

*“Enjoyed the session very much.”*

*CR, Creative Scotland*

*“Very well presented course that kept me interested.”*

*LB, Fife Council*