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Event

Member Webinar

Influence & Persuasion Skills





Goals

By the end of this session you will . . .



Understand the various influencing styles and what works for you and the situation



Feel confident and ready to take on a new task or overcome a workplace challenge



Appreciate how important and “influential” soft skills really are

What We Will Cover

- The importance of Influence & Negotiation Skills in today's workplace
- The Skills Required to be a top negotiator and impactful influencer
- When & how to use them – real workplace situations



Why it is important



It's all about the Soft

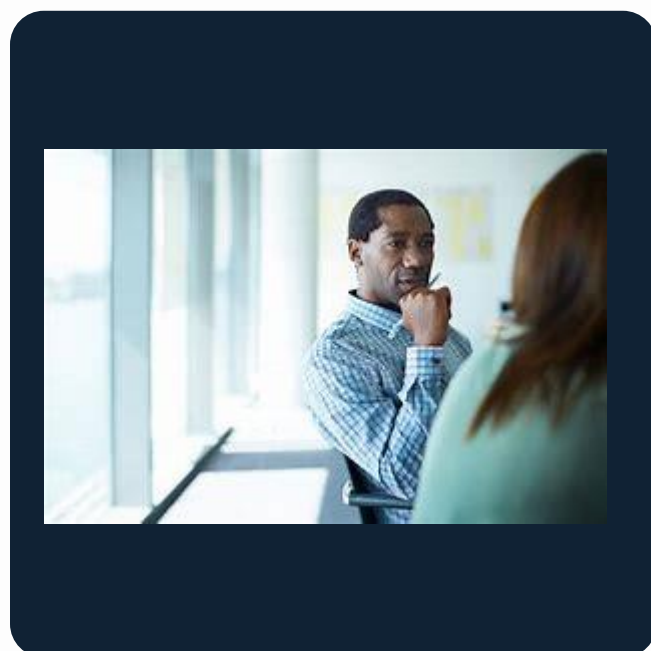
Skills

A variety of soft skills are required to influence & persuade others. Interpersonal Skills are key to success and career advancement

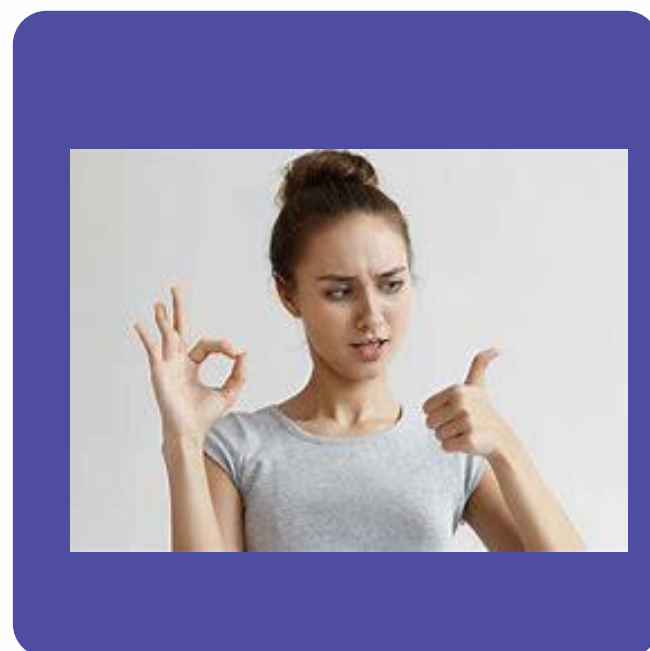
- ❖ Effective Communication Skills
- ❖ Assertiveness
- ❖ Critical Thinking
- ❖ Empathy
- ❖ Self Awareness & Self Regulation
- ❖ Open & Approachable
- ❖ Adaptable
- ❖ Accountable & Trustworthy



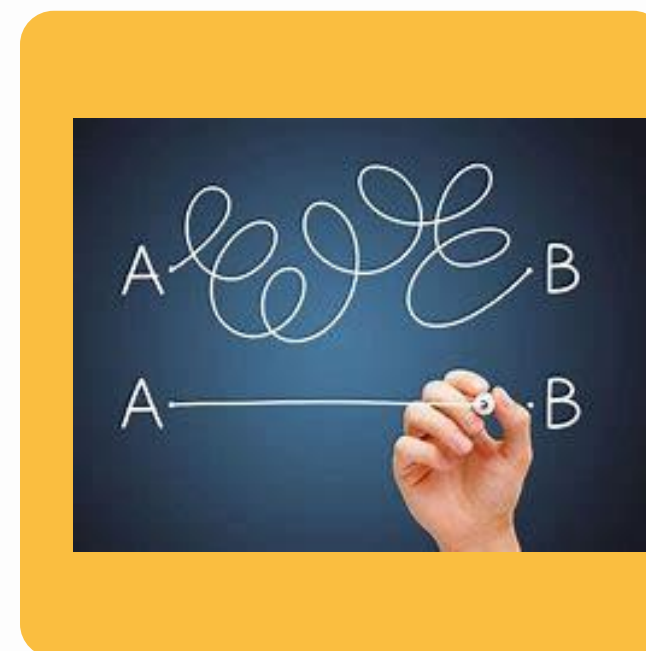
Effective Communication Skills



Active Listening



Non-Verbal



Clear, concise and appropriate language

Active Listening

- Builds rapport
- Gains knowledge & understanding
- Shows openness & confidence

But it isn't easy

- Bias
- Assumptions
- Wanting to get our point of view in
- Attaching experiences



Assertiveness

Aggressive

Assertive

Passive

Emotional Intelligence

The power of Emotional Intelligence is key to success in both our professional and personal lives.

It helps us understand ourselves better.

Know what are strengths and weaknesses are.

An awareness of how we are feeling and how to regulate those emotions into a behaviour that not only aligns with our beliefs and values but allows us to act appropriately, professionally and without regret

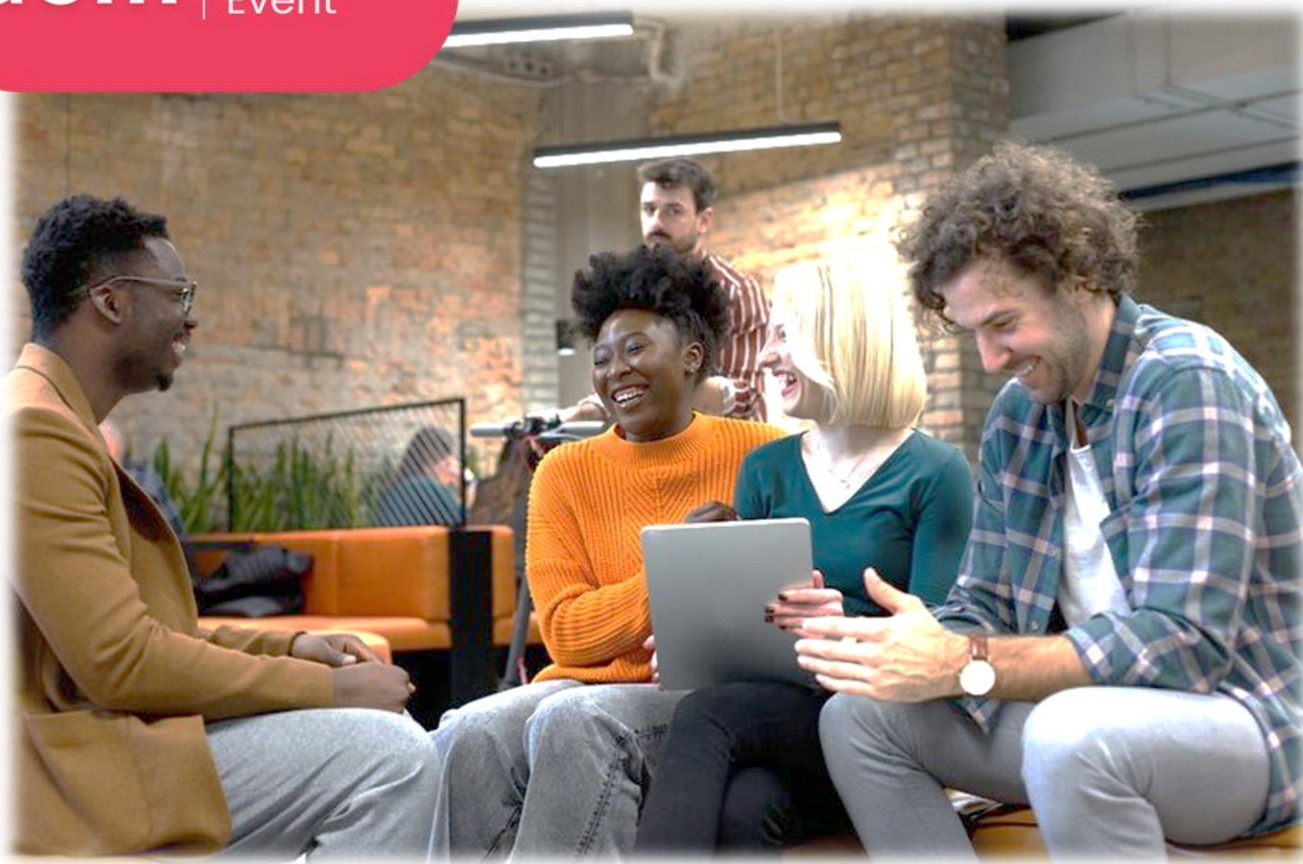


Influencing Styles

Depending on the person and the situation you will have to adapt, change and often step outside of your 'comfort zone' when negotiating & influencing.

There is no 'one size fits all' answer – this is why you need ALL of them interpersonal skills to succeed!





Understand your influence style

It all begins with self-awareness. What's your dominant style? Do you tend to apply the same approach to every situation and individual? Understanding your natural inclination is a good place to start.

Use Situations to your advantage

Be aware of different situations and how they may need a different approach. Take note of a situation and come up with a plan to help it suit you and your leadership style



Develop & Adapt

Constantly self reflect on your actions and interactions with others. Develop and grow from learning through your own experiences and the experiences of others

Prepare and Practice

Prepare for the unknown.

Be acute to different personality traits and how to deal with them . Know what makes someone 'tick'.

<p>Bridging</p>	<p>Uniting and connecting with others Listens to others views and opinions Rely on personal relationships</p>	<p>“Here’s a suggestion” What do you think?”</p>
<p>Rationalising</p>	<p>Use logic , facts and reason to influence others and decisions Logic, facts and expertise are held in high regard</p>	<p>“Research shows” “Lets stick to the facts and task at hand”</p>
<p>Asserting</p>	<p>Rely on personal confidence, rules and authority. Challenge others when they disagree Enjoy debate</p>	<p>“What I expect from you is this” “I think we should “</p>
<p>Inspiring</p>	<p>Connect with people through a shared purpose Use stories and metaphors</p>	<p>“Imagine” “What if”</p>
<p>Negotiating</p>	<p>Look for compromise Take time to make decisions and discuss options Make trade offs to reach a greater outcome</p>	<p>“Here is what I can do” “Let’s park this idea until we know more”</p>

When to Influence & Negotiate

Influence and negotiation isn't all about sales and business leads.

In order to succeed at every level of your career , make an impact , learn and grow you need to influence and negotiate many situations, challenges, people and tasks.

Influence & negotiation Skills are required in everyday workplace situations as well as important pivotal moments.



Show Appreciation & Respect

At every stage of your career whether you are an intern or a CEO you must instil trust and respect in yourself and your colleagues at all levels and areas of your industry.

Trust and respect is the building block to any successful relationship.

If you want to get 'people on board' they have to feel a part of something. They need to feel respected and believe in themselves as well as you.

- Self Awareness
- Self Regulation
- Empathy
- Active Listening

Effective Decision Making

To make effective decisions that effect others you must be able to influence and negotiate. Listen and empathise with different opinions, outcomes and how they will effect others.

It is imperative once making a decision you can communicate not only the why but the what next and what this means to all involved. You need to be able to sell your decision and get everyone onboard.

- Clear concise communication
- Empathy
- Self awareness
- Active Listening
- Critical Thinking
- Adaptable & Accountable
- Assertive

Engage an Audience

Whether you are presenting to stakeholders your team or simply facilitating a group discussion or team meeting it is vital you engage your audience and deliver with impact.

The key to being a successful presenter is not about voice projection or knowledge on the subject but about **UNDERSTANDING YOUR AUDIENCE.**

Finding out what makes them 'tick' , what they want or need, what they know or want to know and then using you influencing skills to get them on board with your 'plan' , your 'idea' your 'pitch'.

- Clear concise communication
 - Empathy
 - Self awareness
 - Critical Thinking
 - Adaptable & Open
- Assertiveness
 - Honest & Trustworthy

Giving & Receiving Feedback

Feedback should be an ongoing process between managers and teams, stakeholders, clients, customers and colleagues.

Being able to receive feedback whether it is from your manager or a member of your team should be something that you accept, take on board but also influence and often negotiate to make it work for you.

Being able to give feedback should be done in a way that shows appreciation, understanding of the receiver as well as inspiring and constructive for the listener.

A productive and content workplace relies heavily on open and constructive communication and that is what feedback is!

- Clear concise communication
- Empathy
- Self awareness
- Critical Thinking

- Assertiveness
- Trust & Respect
- Accountable
- Open & Approachable

Recap



Understand the various influencing styles and what works for you and the situation

Feel confident and ready to take on a new task or overcome a workplace challenge

Appreciate how important and “influential” soft skills really are



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QUESTIONS & ANSWERS?

Ask Away.

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Books

- ❑ The 7 Habits of Highly Effective People – Stephen Covey
- ❑ Emotional Intelligence – Why it can Matter More than IQ – Daniel Goleman
- ❑ Getting Things Done: The Art of Stress-Free Productivity – David Allen
- ❑ 'The Future Leader: 9 Skills and Mindsets To Succeed in the Next Decade' –Jacob Morgan
- ❑ 'Getting to Yes: Negotiating an agreement without giving in'–Roger Fisher & William Ury
- ❑ Never Eat Alone and other Secrets to Success – Keith Ferrazzi
- ❑ Don't just focus on technical skills focus on your people skills – Jeff Tan
- ❑ Skills every new leader needs – Julia Boorstin

Websites

- ❑ Fisher & Ury – Negotiation Skills

[Fisher and Ury's Four Principles of Negotiation – Atlas of Public Management \(atlas101.ca\)](#)

- ❑ Impact Your Audience

[How to Impact Your Audience the Way You Want – GLOBIS Insights](#)

- ❑ Emotional Intelligence

[How to Improve Your Emotional Intelligence – Professional & Executive Development | Harvard DCE](#)
[13 Emotional Intelligence Activities, Exercises & PDFs \(positivepsychology.com\)](#)

- ❑ Feedback

[How Managers Can Make Feedback a Team Habit \(hbr.org\)](#)

- ❑ Influencing Style

[What's Your Influencing Style? \(hbr.org\)](#)

Resources

Videos

Dare to say No – William Clarke

https://www.ted.com/talks/william_clark_dare_to_say_no?utm_campaign=tedsread&utm_medium=referral&utm_source=tedcomshare

How Emotional Intelligence Makes Leaders More Impactful | Gemma Garcia Godall | TEDxIESEBarcelona

<https://youtu.be/75obHtjUsG8>

How to Deal with Difficult People | Jay Johnson | TEDxLivoniaCCLibrary

<https://youtu.be/kARkOdRHaj8>

3 ways to create a work culture that brings out the best in employees | Chris White | TEDxAtlanta

<https://youtu.be/2y8SA6cLUys?si=I18q8P6Orap6oGbL>

Strategies to become more emotional intelligent | Daniel Goleman | WOBI

<https://www.youtube.com/watch?v=pt74vK9pgIA>

How Emotional Intelligence Makes Leaders More Impactful | Gemma Garcia Godall | TEDxIESEBarcelona

<https://youtu.be/75obHtjUsG8>