

# Influencing Skills - Communicating



## OVERALL OBJECTIVE

The **Communicating to Influence Skills Module** aims to equip you with the skills to

- **create the context** for entering into interactions,
- **effectively persuade** during interactions,
- **employ collaborative techniques**

so as best to influence actions, ensure collaboration, and sustain results and relationships.

Understand the different circumstances that you may be faced with and how to best influence the processes and the people towards the desired outcomes.

## OUTCOMES

You will learn how to:

- Utilize an inclusive style
- Turn “You” into “I” statements
- Persuade through telling a story
- Prepare to influence and collaborate
- Build trust through appropriate behaviors
- Conduct effective influencing communications
- Work through a collaborative communication process
- Effectively utilize your voice, words, and behavior to influence
- Respond to people with different levels of support or resistance
- Motivate and inspire others regarding ideas, concepts and actions
- Understand the different power bases and where your strength lies

## CONTENT

### Create a Conducive Context

- Influencing: A definition
- A Process Model of Influencing
- The “GATE Way” of Influencing Yourself

### Techniques to Persuade

- Stages of Influencing
- Telling a Persuasive Story
- Applying Interpersonal Skills
- Turning “You” into “I” Statements
- Voice, Words, Behaviors to Influence

### Techniques to Collaborate

- Using Your Power Base
- Influencing Behaviors
- Communicating Through a Collaborative Process
- My Action Plan