

Positive working relationships make everyone's job easier and more enjoyable. So if you are the person primarily responsible for managing the relationship – whether with peers, outside suppliers and clients or line managers – there are many different skill areas you will need to develop to be successful. This participative and fast paced, two-day workshop blends work-focused discussions and fun, challenging exercises to allow participants to confront and resolve issues.

Your Workshop Leader: Tony Bray

LEARNING OUTCOMES

By the end of this course delegates will:

- Have worked through a five-step process for managing client relationships
- Know how to apply two different models for influencing people
- Be able to say 'no' gracefully
- Have improved their ability to write more concisely and influentially
- Leave with team and personal action plans for making immediate improvements.

SURGERY SESSIONS

Each Day will include a Surgery Session designed to facilitate transfer of learning.

Surgery session No 1

- Working in two teams delegates advise one of their colleagues on a personal learning goal declared at the start of the course

Surgery session No 2

- Working in two teams delegates advise other colleagues on a personal learning goal declared at the start of the course

WHO SHOULD ATTEND

This workshop is designed for people working individually or in cross-functional teams, who require to assess, select and use different methods of communicating to influence at different organisational levels.

Outline Programme

Day One

What must we be good at in order to succeed?

- main tasks, roles

How do we measure up?

- Reviewing output using 'Ease versus Benefit' grid
- Identify top areas for improvement

Five steps to success

- Step 1 – Clarify your objectives
- Step 2 – Collect Data
- Step 3 – Search for underlying themes
- Step 4 – Look for options
- Step 5 – Recommend and implement

Collecting information

- The need for Analysis not Paralysis!
- Hard or Soft data?
- Reliability/ease of collecting from different sources

Asking effective questions

- Explore the variety of questioning techniques
- Open versus closed – reflective – pauses
- Situation-Problem-Effect cascade

Effective listening

Belbin team roles

- Discuss results of Belbin team roles questionnaire
- How would you influence each type?

Communication challenge

Day Two

Influencing styles

- Introduce the Influencing Styles model
- The ADQ model for saying 'no' gracefully
- Importance of Features and Benefits when influencing
- Delegates explore how to improve 'conversion' rates

Structuring influential documents

- Discussion on the optimum layout and structure for influential documents: contents, flow, impact, text vs graphics, language, etc.
- How to appeal to different styles of reader

Key concepts of using Plain English

- Exercise to refresh grammar and punctuation
- Detailed critique using all the tools discussed throughout the course.

Action Planning

Delegates share the headlines of their action points.



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