An LDI Training Course

ASSERTIVENESS and INFLUENCING SKILLS

How to Influence Others to Get Things Done
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Introduction

This course is designed for those who want to supervise their staff or lead their team more assertively and to improve the working relationships and productivity.

This course is designed to enhance your ability to communicate assertively and enable you to influence your co-workers, team members or subordinates to achieve certain goals.

Here are the benefits of attending this course:

Develop assertiveness skills
Deal effectively with objections and unreasonable requests
Improve your communication ability and interpersonal skills
Identify those behaviors which enable you to influence others effectively
Learn the results-oriented approach to persuade others
Stand up for yourself when you need to
Express your ideas clearly and positively
Improve your working relationships with everyone and get things done
Resolve conflicts quickly and effectively

Who Should Attend

Managers, supervisors, team leaders, human resource professionals, public relations personnel and anyone who wish to improve their ability to get things done through others, communicate positively and sharpen their interpersonal skills.

Course Outline

Assertiveness - its nature and contribution to changing behavior
Assertiveness, aggression, and non-assertion: the characteristics
How to be assertive and cope better with aggression and non-assertion
Influence styles and strategies - options available and when to use them
The process of influencing and the skilled influencer profile
Resistance to influence attempts and dealing with "difficult" people
Behavior analysis and influence style and methods: what behavior produces the best results?
Selling ideas and coping with objections
The nature, purpose, and preparation for negotiations
The components, characteristics, and outcomes of successful negotiations
Strategies, techniques, and tactics for achieving win-win results
The marks of the successful negotiator
Conflict management - causes of conflict and how to resolve them
Conflict management - proactive approaches

**For more information about the course, please visit
lditraining.com or contact LDI Training at HYPERLINK
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