

Using Positive Influencing Skills in the Workplace

Course outline

Provided by: Performance Management Consultants – PMC Training



Reference no. 265-16

Duration 2.00 day(s) | 12:00 hours ¹

Website link <https://pmctraining.com/training/using-positive-influencing-skills-in-the-workplace/>

Understanding Power, Culture and Influence to Work More Effectively

Many people understandably dislike the concept of office politics since it brings to mind manipulation, questionable tactics and closed doors. Yet politics need not be dirty. In fact, an understanding of office politics is a critical element in gaining resources and information to do your job. To be effective in any organization, political skill is needed.

Through facilitated discussion, group and paired exercises and brainstorming, this workshop will show you how to reframe the concept of office politics into a positive force. You'll discover how to use different types of power; work effectively with others; build influence; understand the political give-and-take of any organization; and maintain high integrity.

Learning outcomes

At the end of this workshop, you will be able to:

- Recognize that office politics can be perceived constructively and do not have to be manipulative or "dirty"
- Distinguish negative from positive uses of power, understand how you give away your power, and define and learn to leverage various power sources
- Analyze your work culture, and identify and improve the work climate within the office from defensive to supportive
- Handle various types of difficult situations and people we work with daily, using targeted communication skills
- Identify and overcome barriers, and develop strategies to successfully influence up in your organization
- Define personal and corporate values and make choices about reconciling differences

¹ The course hours reflect teaching time that often correlate with continuing education credits (CEC) or professional development units (PDU). Please check with your profession's governing body, as there is no universal approach.

Workshop topics

Why Should We Increase our Sphere of Influence?

How Are You Being Influenced & Do You Realize How Much Influence You Really Have?

Defining Power, Influence and Authority

The Power Continuum

- Positive and negative wielding of power
- Personal and professional sources of power you can tap into
- How we give away our power

Three Approaches to Influencing: the Rational, Social and Emotional

Politics, Influence, and You: Understanding your Work Context

- Understand your organizational culture
- Analyze your workplace interpersonal climate

Influencing Up – the Cohen-Bradford Influencing Model

- Barriers to influencing up
- Getting on the same page - Identifying useful 'currencies'
- Plan your strategy: applying the model

Communication Techniques to Influence

- Using your communication style to influence
- Exploratory language for better outcomes: probing questions, verifying perceptions, exploring options
- Assertive language: influencing difficult situations and people
- The power of positive language framing
- The power of body language

Prerequisites

There are no prerequisites for this course.

Who should attend this course?

Anyone who wishes to positively influence their world of work: generally improve the work climate; build influence to advocate for themselves, their work or team; or work more effectively with others.