

Soft-Train



*At Soft-Train
Technology Works*

Expanding Your Influence (1 Day) ST00073

COURSE GOAL: The student will have a better understanding into the ability to influence individuals to accomplish a particular objective

PREREQUISITES: None

LEARNING OBJECTIVES:

Upon completion of this course the student will be able to:

- Understand the capabilities of influencing others
- Learn how to influence people to accomplish goals and complete projects.

KEY TOPICS:

I. Influence, Power and Persuasion

- A. Power
- B. Influence
- C. Persuasion
- D. Putting It All Together

II. The Foundation of Influence

- A. Trustworthiness
- B. Reliability
- C. Assertiveness
- D. Chapter Review

III. Tactics

- A. Create Reciprocal Credits
- B. Be a Source of Expertise, Information, and Resources
- C. Help People Find Common Ground
- D. Frame the Issue Your Way
- E. Build a Network of Support
- F. Employ Persuasive Communication

IV. Applying Influence Down and Sideways

- A. Influencing Your Subordinates
- B. Influencing Your Peers
- C. Influencing Others Around You
- D. Chapter Review

V. Influencing Your Boss

- A. Influential People
- B. Make Sure Your Boss Knows He or She Can Trust You
- C. Focus on What's Important To Your Boss

D. Adapt to Your Boss's
Work Style

VI. Ethics of Influence

- A.** Ends
- B.** Means
- C.** Notes
- D.** Results