

The Power of Influence

Success through Emotional Intelligence

The ability to influence others is a prime get-ahead skill.

An absolute requirement to achieve success in professional and personal life and a must for people at all levels where accurate and effective communications are critical

More and more emphasis at work is now being placed on how well we handle ourselves and each other.

Today in our technically driven world we are judged by a new yardstick that includes how well we relate to others and the level of emotional intelligence and maturity we bring to the workplace. The focus is on personal qualities, such as initiative and empathy, adaptability and persuasiveness.

Emotional intelligence is not about being submissive or aggressive; rather it's the ability to achieve more by communicating in a level headed and confident manner.

People in every area of the business need Emotional Intelligence to effectively communicate with the public, customers, colleagues, team leaders and managers. The elements that make up Emotional Intelligence are universal skills with immediate application to the workplace.

In this highly interactive, results driven program you'll learn how to apply emotional intelligence for better self-management and use practical skills to achieve positive influence when working with others in business and social environments.

RECOMMENDED FOR:

Anyone who needs to influence others and manage conflict effectively, both professionally and personally. This program delivers practical skills and enhanced confidence for participants at all levels.

PROGRAM OUTCOMES

At the conclusion of this program, participants will have:

- Identified the behaviour choices people exercise in their interpersonal communications. How to achieve win-win outcomes in discussions with others. How to diffuse challenging interactions and manage difficult behaviour.
- Understanding of the key differences between aggressive, passive and assertive behaviours. The reactions that each style is likely to generate in response. How to practice and apply assertive principles effectively.
- Specific skills in reflective listening, questioning, and observing to enhance the process of communication and build relationships.
- Recognition of the skills, tactics and principles most likely to be effective in achieving win-win outcomes.

PROGRAM OPTIONS

- Workshop – Supported by workbook/manual
- Seminar/Conference Presentations also available.

PROGRAM CONTENT

Communications and Success at Work

- Research shows that 80% of people who are ineffective at work do not relate well to other people. Because all methods and styles of communication are primarily learned responses, there is the opportunity for everyone to change and grow. Acquired communication patterns and habits, can be challenged and changed.

How Aggressive and Passive Behaviours Develop

- How people build up behaviour patterns throughout life until they become 'natural' reactions to circumstances. The importance of conditioning in establishing these patterns and the evolution of behaviour styles that people use to influence others. Why these entrenched views need to be challenged for personal growth and to enhance influence.

Reaction to Conflict

- Identification of the most common reactions to conflict. These range from avoiding, accommodating, competing, collaborating and compromise. How different styles are effective in different circumstances.

The Apathy, Empathy, Sympathy Continuum

- The differences between "unfeeling", "feeling for" and "feeling with" represents the level of self-respect and respect for others. Why empathy is important for legitimate and effective communications.

Refined Listening and Understanding

- As information travels through an organisation, it becomes distorted by up to 80%. Even between two people, information is distorted and minimised. Learn the barriers to listening and effective ways to increase effective skills for better understanding.

Managing Difficult Interactions

- Learn practical and effective coping skills when faced with difficult and challenging behaviour. How to effectively diffuse situations without feeling discounted or losing your cool. How to achieve more win/win results and increase your influence.

Questions to Uncover Issues

- How to probe for information and uncover hidden issues through effective questioning skills. What questions are likely to be of most value in different circumstances.

Explain to Express not Impress

- How to explain ideas and concepts to enhance understanding. The important steps in explaining to build rapport.

Self Confidence and Responsibility

- The roles confidence and maturity play in developing the self-discipline to take responsibility for personal behaviour. The understanding of the principle of behaviour by design, rather than by default.

Presented by Brian Greedy

Brian is one of Australia's leading professional speakers and trainers in business development.

Each year he delivers over 150 speeches, seminars and workshops for clients in all states, NZ and the UK.

He draws from over 20 years grassroots business experience in management, marketing and sales, including the development of highly successful food distribution business from start up to a multi-million dollar turnover.

An engaging and inspiring presenter with a pragmatic "how to" approach in communicating his knowledge makes him one of Australia's most sought after conference and seminar speakers.

"Really hit the spot. Would recommend it to everyone, well done Brian"

Mick Patterson, Swan Catchment Council, Midland WA

Read more of what others have said about Brian Greedy's programs at www.briangreedy.com



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