



# INFLUENCING SKILLS FOR MANAGERS

*Measurable and improved results through skills transfer, practical application and ongoing development.*

Managing and motivating people is not always easy. They have different wants, a drive to be recognised, succeed and be part of the team. Also, as individuals, they behave and communicate in many and varied ways. As a manager, you have to communicate clear and concise messages, yet take into account the individual differences of your audience. Understanding and allowing for those differences will enable you to more successfully manage your team, reduce conflict and achieve your objectives.

## **Intention:**

- Allow participants to determine their communication / behavioural style and recognise that other people will communicate and behave differently to similar situations.
- Be able to interpret aspects of body language and be assertive and control situations through further questioning skills.
- Reduce conflict and be able to exert greater influence for desired outcomes and a win / win situation.

## **Program Duration:** 1 Day.

This is a highly interactive program to allow participants to determine own and others' communication / behavioural styles and to reinforce their learning and questioning abilities through skills practise.

## **Module 1: Communication / Behavioural Styles**

It would make my life easier if people would communicate and behave in the same manner as you. It would also make life boring. Fortunately, people are different and it is important to know those behavioural differences when communicating.

- Behavioural communication styles
- Transactional Analysis
- R.E.A.D. the situation – Researcher, Expressive, Amiable, Driver
- Determining own communication styles
- Handling different styles
- Communicating for a win/win
- Skills practise

## **Module 2: Communicating Effectively**

Our social nature and business involvement, demands that we communicate with others. We have needs that can only be satisfied by others and, therefore, our interdependence means we have to communicate.

- Determining the communication objective
- Types of questions, “open” and “closed”
- Components for gathering relevant information
- Appropriate and inappropriate use of questions
- Techniques for objective listening
- Recognising and using body language
- Increasing your communication skills
- Skills practice

## **Module 3: Feedback**

We don't really have good communication until we can give and accept feedback. It allows you to monitor your progress to mastering a skill and is necessary for correcting mistakes and identifying problems. Feedback lets you and others compare with how well they are doing with how well they want to do.

- The sandwich approach – positive, negative, positive
- Self awareness and the Johari Window
- Receiving, requesting and giving feedback
- Leveling
- Behaviour not personality
- Agreeing and implementing
- Skills practise

## **Module 4: My action plan and program review**

The theory of communication, behavioural styles and managing emotions is fine. But for it all to be worthwhile the skills have to be applied, both in business and socially, through commitment to an action plan. This plan is developed through the interactive process of the program.

- Syndicate work
- Presentations
- Action Plan

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