

# Personal EFFECTIVENESS & INFLUENCING Skills

Communicate, Negotiate, Influence & Persuade

18 - 22 Mar 2018, Dubai

22 - 26 Jul 2018, Dubai

25 - 29 Nov 2018, Dubai

## INTRODUCTION

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The ability to influence others to act is considered by many thought leaders to be an essential part of any business professional's tool kit. This dynamic interactive training course is designed to stretch and challenge your current thinking on how to influence those around you.

Your sphere of influence is directly related to the number of people whose thoughts, decisions and actions you are able to influence. You will have been developing this sphere of influence since you joined the company you work for. Its potency is generated partly by the number of people you are able to influence; and partly by the influence they exert over others. The tools and concepts proposed and explored on this training course will help provide you with a validated structure to enable you to consciously practice your new found skills back in the workplace.

This Seminar explores the science and practical application of influencing others drawing from the work of many experts combined with the course tutors personal experience and expertise.

### **This training course will highlight:**

- The Relationship between Emotional Intelligence and Influencing
- The Power of Negotiating Win-Win Outcomes
- Techniques to help you structure a compelling proposition
- How to deliver an award winning Presentation?
- The Importance of Building an Organisation Support Network

## OBJECTIVES

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### **At the end of this training course, you will learn to:**

- Present your ideas in a compelling way
- Negotiate effectively whilst building long term relationships
- Design and deliver a memorable presentation
- Influence Decision Making in the workplace
- Build long lasting business relationships with others

## TRAINING METHODOLOGY

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This training course will involve a high level of participation facilitated by the course tutor using a range of proven blended learning methods which ensure all delegates learn in a safe yet challenging environment. All Adult learning styles are accommodated using a range of mediums including; skills application, case study critique, peer feedback, completion of personal profiling tool, individual and group exercises.

## ORGANISATIONAL IMPACT

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Companies that invest in the development of soft skills – communication skills- tend to be market leaders but also tend to have higher levels of employee satisfaction and morale.

- This training course will help delegates develop their personal communication skills, which will in turn enable employees to be more effective in their day to day work
- Delegates will be shown the importance of building strong cross functional relationships which will improve organizational efficiency and effectiveness
- The ability to negotiate outcomes that both parties feel are valued is integral to winning and maintaining long term business partnerships. This training course shows delegates how to do just that
- By providing employees with the opportunity to explore a range of business and personal effectiveness skills in a safe learning environment, companies are fulfilling their obligation to help their employees give the best of themselves at work

## PERSONAL IMPACT

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By learning how to Influence others by using a wide range of tools, delegates will not only be more productive and therefore more effective in their job roles but will also gain greater confidence and wellbeing in their business and personal lives.

- You will learn the key role of Emotional Intelligence in building long lasting business relationships
- You will complete your own personal profile to enable a greater understanding of your own personal behavioral style
- Each delegate will have the opportunity to practice the application of a range of communication tools, give and receive feedback from their peers
- Delegates can expect to negotiate using a range of case studies thereby exploring concepts and themes to embed learning
- You will learn how to structure and deliver a best in class presentation which will deliver outstanding personal and professional results

## WHO SHOULD ATTEND?

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This training course is suitable to a wide range of professionals but will greatly benefit:

**This training course is suitable to a wide range of professionals but will greatly benefit:**

- Senior Business Leaders
- Project Managers
- Anyone who supervises or manages a team
- Business Professionals who have a specific need to communicate and negotiate more effectively

## DAY 1

### Personal Inter Communication Skills

- Defining Influencing and Persuasion
- The Science of the Change Curve and Your Role in Influencing Others
- Exploring the Barriers to Effective Communication
- How the Brain works in the Communication Process?
- Understanding How People filter Information
- The Relationship between Emotional Intelligence and Building Powerful Working Relationships
- The Importance of Non-verbal Communication when interacting with others
- Completion of Own Personal Profile

## DAY 2

### Effective Influencing Skills

- Understanding the Communication Cycle
- Introduction to the Influencing Model
- The Critical Elements of the Influencing Model explained and demonstrated
- The Key Skills of How to Listen Effectively
- Asking Questions to Understand the other parties perspective
- Structuring a Strong and Compelling Argument
- The Importance of Flexibility when proposing a Solution
- Influencing Decision Making at Work
- How to Use Decision Making Tools in Practice

## DAY 3

### Negotiating Win-Win Outcomes

- Defining Negotiation and the Characteristics of an Effective Negotiator
- Understanding the Concept and Language of Negotiation
- Why all business professionals need excellent negotiation skills in the workplace?
- The Zone of Possible Agreement (ZOPA) – Understanding Negotiation Parameters
- Preparing for your Negotiations using the Like, Intend and Must (LIM)
- Learning How to Identify Negotiable Variables – What do I trade?
- Exploring Why BATNA (Best Alternative to a Negotiated Outcome) is a powerful negotiation tool

## DAY 4

### Delivering a Presentation Effectively

- Understanding the Key Components of Delivering a Memorable Speech
- The 5 P's of Preparation Explained
- The Importance of Structure when Preparing a Presentation
- Introduction and Use of the INTRO Formula
- How to Use your Voice Effectively?
- Exploring the Role of Body Language when Presenting
- Top Tips on How to use PowerPoint
- Discover the Power of Illustrations and Stories
- Learn How to Control Nerves before Delivering a Vital Speech
- Using the Personal Vocal Checklist

## DAY 5

### Communication Strategies for Professional Excellence

- The Six Laws of Persuasion explained
- The Importance of Raising Personal Visibility and Credibility in the Workplace
- Determining who you need to know in your organization to increase your sphere of Influence
- How to Build a Personal influencing Network Map?
- Developing a Personal 'Plan of Action' for your return to Work
- Exploring resources for your ongoing Personal Development



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Code	Date	Venue	Fees
MG021	18 - 22 Mar 2018	Dubai	\$4,750
MG021	22 - 26 Jul 2018	Dubai	\$4,750
MG021	25 - 29 Nov 2018	Dubai	\$4,750

## REGISTRATION DETAILS

LAST NAME: \_\_\_\_\_  
 FIRST NAME: \_\_\_\_\_  
 DESIGNATION: \_\_\_\_\_  
 COMPANY: \_\_\_\_\_  
 ADDRESS: \_\_\_\_\_  
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 CITY: \_\_\_\_\_  
 COUNTRY: \_\_\_\_\_  
 TELEPHONE: \_\_\_\_\_  
 MOBILE: \_\_\_\_\_  
 FAX: \_\_\_\_\_  
 EMAIL: \_\_\_\_\_

## AUTHORISATION DETAILS

AUTHORISED BY: \_\_\_\_\_  
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 DESIGNATION: \_\_\_\_\_  
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## PAYMENT DETAILS

- Please invoice my company  
 Cheque payable to GLOMACS  
 Please invoice me

## CERTIFICATION

Successful participants will receive GLOMACS' Certificate of Completion

## 4 WAYS TO REGISTER

Tel: +971 (04) 425 0700  
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 Website: [www.glomacs.com](http://www.glomacs.com)

## TERMS AND CONDITIONS

- Fees - Each fee is inclusive of Documentation, Lunch and refreshments served during the entire seminar.
- Mode of Payment - The delegate has the option to pay the course fee directly or request to send an invoice to his/her company/ sponsor. Credit card and cheque payments are both acceptable.
- Cancellation / Substitution - Request for seminar cancellation must be made in writing & received three (3) weeks prior to the seminar date. A US\$ 250.00 processing fee will be charged per delegate for each cancellation. Thereafter, we regret that we are unable to refund any fees due, although in such cases we would be happy to welcome a colleague who would substitute for you.
- Hotel Accommodation - is not included in the course fee. A reduced corporate rate and a limited number of rooms may be available for attendees wishing to stay at the hotel venue. Requests for hotel reservations should be made at least three (3) weeks prior to the commencement of the seminar. All hotel accommodation is strictly subject to availability and terms and conditions imposed by the hotel will apply.
- Attendance Certificate - a certificate of attendance will only be awarded to those delegates who successfully completed/ attended the entire seminar including the awarding of applicable Continuing Professional Education Units/Hours.
- Force Majeure - any circumstances beyond the control of the Company may necessitate postponement, change of seminar venue or substitution of assigned Instructor. The Company reserves the right to exercise this clause and implement such amendments.
- Fair Access / Equal Opportunities - In the provision of its services as a world-class Training Provider, the Company is committed to provide fair access / equal opportunities throughout the delivery of its courses and assessment leading to the completion of training seminars, or 3rd party qualifications/certifications.

