

The following 4 elements are available as 2-4 hour modules and can be used to enhance your Personal Impact skills;

## 1. Behavioural Styles

Dealing with different behavioural styles

This engaging and thought-provoking module will increase your confidence in dealing with behaviour you find challenging in others.

Being able to understand and get on with people is an essential skill. When you are able to connect with people quickly and easily – even when they are different from you – you will achieve greater success in your business relationships and enhance your career prospects.

### You will also:

- be able to identify different behavioural styles and how to adapt your approach
- know how to connect with others quickly and easily
- have practised influencing people with other behavioural styles

### What will you cover?

- identifying behavioural styles and flexing your style
- communicating effectively with different behavioural styles
- influencing techniques for each style

## 2. Influence and Persuade

Get more of what you want...

This valuable, engaging and highly practical module will help you to get more of what you want in any business situation. You will pick up tips and techniques for getting others to buy into your ideas. You will acquire strategies for persuading your boss to give you an extension on a deadline, influencing a colleague to take on a task, or persuading a customer to do business with you. Being able to influence and persuade others is an essential skill you cannot afford to be without.

### You will also:

- know how to build rapport and use pacing and leading to influence people
- have increased confidence to get buy-in to your ideas
- know what to do when faced with those in positions of power or authority

### What will you learn?

- The difference between influencing and persuading and when it becomes manipulation
- How to build rapport with others - matching body language, voice and energy
- Persuading without power or authority

## 3. Communicate with Confidence

This practical, supportive and interactive Module will help you to communicate more effectively at work. By attending you will learn how to build better relationships with colleagues, customers, suppliers and their boss. You will leave with increased confidence in your ability to express your opinions and make requests of others.

### You will also:

- know how to project confidence when communicating with others
- identify barriers to assertive behaviour and its effect on others
- be able to say 'no' where it is appropriate to do so

### What will you learn?

- Understanding assertion, aggression and non-assertion
- Expressing yourself assertively face-to-face, over the phone and in emails
- Saying 'No' and establishing boundaries confidently - but with empathy and understanding

## 4. Influencing with Impact

Imagine being able to influence people with ease, confidence and clarity. Whether you want to get others to buy your ideas, make a request when you have no authority or convince a customer that you can provide what they want, this practical and experiential influencing skills Module is for you. Within no time you'll begin to notice how your influencing and persuading ability has shifted to the next level.

### Who is this influencing skills module for?

Anyone who wants to influence and persuade others with impact will benefit from attending this influencing skills Module. It will also be beneficial for those who find it difficult to say 'No' when being influenced by other people.

### Benefits of this influencing skills module

- Acquire practical techniques, strategies and skills for influencing people with impact
- Build rapport effortlessly and use pacing and leading to influence others
- Increase your confidence in getting buy-in to ideas
- Win people over, build and maintain trust and make a positive impact when persuading
- Be more aware of the impact your persuasion style has on others and be able to vary it as needed
- Assert yourself when faced with strong characters or those in positions of authority

### What you will learn in this influencing skills module

- What is influencing? What is persuading? What is manipulation?
- Rapport and why it's vital for success in influencing
- Using behavioural styles to persuade more effectively
- The power that comes from selling ideas

- Using trust to increase your influence
- Powerful psychological persuasion strategies
- Persuading upwards
- How to handle challenging situations

If you would like to know more please contact **Trayton Vance:**

#### Enabling Visions Ltd

1 Friary  
Temple Quay  
Bristol BS1 6EA

**Tel:** 0117 344 5009

**Email:** [enquiries@enablingvisions.com](mailto:enquiries@enablingvisions.com)

**Web:** [www.enablingvisions.com](http://www.enablingvisions.com)