



## Influencing and Communication Skills for Managers

Leadership requires communication skills and the ability of influence. Leadership requires listening, respecting others and adapting to their needs. These skills will be valuable in project management roles. This role can be improved by knowing how to improve your skills.

This course will help you to be more focused on your outcome, listen to your audience and craft your message to make it clear and impactful. Communication success depends on your ability to create an atmosphere for open discussion and continue dialogue.

This one-day training course will help you improve your communication skills and increase your ability to influence others without authority.

## **Course Overview**

You will spend the first part of the session getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

### **This workshop will help you teach participants to:**

- Describe the strategies you can use to influence others.
- Compare the benefits of different communication networks.
- Actively listen and use questions to build rapport, understand different points of view, and guide others' thinking.
- Explore the tactics used to influence others.
- Adapt communication to different people styles.
- Understand the influence of positive communication on employee performance.
- Stronger relationships through powerful communication.

## **Communication to influence and Persuade**

This session begins with a discussion around influence and why it's an essential skills for managers.

### **Improve Communication Influence Skills**

In this session, participants will learn the steps to strengthen their ability to influence others during social interactions in the workplace.

### **Top Tips for Written Communication: Influencing from the Keyboard**

Here, participants will discover actions they can take to bolster the effectiveness of their written communication.

### **Verbal and Non-Verbal Skills**

In this session, participants will learn about the risks and rewards of difficult workplace conversations, rules of communication and how they can build a rapport with colleagues to lead the conversation.

## **Influencing Techniques**

Here, we will help participants expand on their communication skills, using techniques and strategies to influence other's behaviours and develop more collaborative working relationship.

## **Planning a Communication Strategy**

Lastly, participants will identify their communication outcome and plan the best approach for achieving positive results.

## **Workshop Wrap-Up**

At the end of the day, students will have an opportunity to ask questions and fill out an action plan.

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