



## Influencing and Communication Skills for Managers

Being a leader requires communication skills and the ability to influence others. It involves listening, showing respect and adapting to the needs of others. These skills are particularly valuable in project management roles. To excel in positions, it is essential to work on improving your communication abilities.

This course focuses on helping you enhance your communication skills enabling you to be more attentive to your desired outcomes while effectively listening to your audience. You will learn how to craft impactful messages that create an environment to open discussions and ongoing dialogue.

Through this one-day training course you will develop your communication skills. Increase your ability to influence others without formal authority.

## **Course Overview**

The initial part of the session is dedicated to getting acquainted with participants and discussing what will be covered during the workshop. Participants will have an opportunity to identify their learning objectives well.

### **During this workshop participants will learn how to;**

- Describe strategies for influencing others
- Compare the advantages of communication networks
- Actively listen build rapport through asking questions understand diverse perspectives and guide others thinking
- Explore effective tactics used for influencing others
- Adjust communication style to accommodate individuals.
- Recognize the impact of communication, on employee performance.
- Strengthen connections through communication.

## **Communication for Influence and Persuasion**

This session starts with a discussion on the importance of influence as a skill for managers.

### **Enhancing Communication Skills for Influence**

During this section participants will acquire techniques to enhance their ability to influence others during interactions.

### **Valuable Tips for Written Communication; Influencing through Writing**

In this part of the session participants will explore measures they can take to enhance the impact of their written communication.

**Verbal and Non-Verbal Proficiency**

Participants will gain insights into the risks and rewards associated with challenging conversations, principles of communication and methods to establish rapport with colleagues in order to lead conversations effectively.

**Techniques for Influence**

During this session we will assist participants in expanding their communication skills by introducing techniques and strategies that facilitate influencing others behavior and fostering working relationships.

**Creating a Communication Strategy**

With this session participants will be able to identify their desired communication outcomes. Devise an approach for achieving positive results.

**Workshop Conclusion**

At the end of the session attendees will have an opportunity to ask questions and complete an action plan.

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