

Influencing people

Data

Tuesday 14th of November 16:00 - 20:00

Tuesday 21th of November 16:00 - 20:00

Attitude target

Participants:

- See their own influence on achieving goals in communication;
- Reflect on their own behaviour and are willing to steer in it;
- Are open and curious and enter into new collaborations without prejudice or judgement;
- Act with integrity when influencing others.

Knowledge target

Afterwards, participants know

- How to positively influence cooperation with clients or colleagues;
- How to effectively generate energy and movement from a neutral starting point;
- Which conversation techniques help improve communication and cooperation.

Competence target

Upon completion, participants will be able to:

- Consciously steer and shift gears in communication with colleagues or clients;
- Use their influence in communication to achieve goals;
- Participate, connect and take control in a conversation;
- Use different influencing conversation skills at the right time.

PROGRAM

Day 1: 16.00 – 20.00

- Introduction to Influencing People and exchange learning wishes.
- Fun appetizer to bring energy and increase motivation (even) further.
- Introduction to the conversation techniques you use to consciously steer in conversations.

These are the 'NORBS' techniques:

- Neutral inquiring;
 - Asking open questions;
 - Reflecting;
 - Confirming;
 - Summarizing.
- By means of short practical exercises with the actor, participants learn the various techniques. The exercises focus on deepening the understanding of the DISC profiles.
 - Group exercises with the actor (LOTS; see below). We practice combining the various conversation techniques. When do you use which technique and what are the consequences? How do you reach your goal most quickly, both in terms of content and relationship?
 - Practical assignment: How and when will you practice your learning objectives in your work practice and how will you communicate about this with your account manager.

Day 2: 16.00 – 20.00

- Review of the practical period and adjustment/completion of learning objectives
- Brief explanation of 'Leary's Rose'.
- Exercises in which participants learn to recognize the different attitudes and behaviors within the Roos.
- Short exercises in which the difference between automatic behavior and consciously steering behavior is experienced.
- Practice! Participants master the necessary skills and attitudes and behaviors. In a safe and informal way, participants practice consciously steering in conversations using all they have learned.
- Follow-up practical assignment: how and when will you (further) practice with your learning objectives in your work practice and how will you communicate about this with your account manager?