

Persuading to Get What You Want – Communicate With Confidence

Overview

Course duration: 1 day.

Learning how to influence and persuade others is one of the most valuable and transferable skills you can have. This course uses different styles of learning to ensure that you develop your confidence, build your communication skills and enhance relationships, in order to step up and take control when necessary. A skill to enable you to get the results you want.

Is it right for me?

If you are a PA or secretary struggling with juggling meetings, dealing with conflicting priorities from multiple bosses, or finding that the team you are communicating with will not back down, this is the perfect course for you. It will offer you some great tips and techniques that will make you feel less frustrated and help you get an easier life.

What will I learn?

By the end of the course you will be able to:-

- Identify your own influencing style and use it to encourage others to change
- Use tips to create a positive lasting impression
- Communicate in a more persuasive manner
- Build rapport with colleagues of all levels
- Communicate with increased confidence
- Get your point across and get listened to

What will it cover?

Influencing others

- Define the difference between influencing and persuading
- Identify your own influencing style and learn to flex it
- How to become influential
- Creating a positive impression when dealing with senior colleagues

Persuading to get what you want

- Persuasive communication to gain others' agreement
- Using your body language to strengthen your position
- Mirroring to promote rapport
- Active listening and questioning

Positive and Assertive Communication

- Expressing your ideas to gain credibility
- Contributing effectively at meetings
- Saying "no", positively

Personal Development

- Preparing a personal action plan to support your return to the workplace

Further courses to consider

Success Skills for PAs and Administrators

The Diploma in Business Administration