



Exceptional Influencing Skills

1-day course

Aim

To learn the principles of master communicators and great influencers to work more effectively with others to achieve great results in FM.

Objectives

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

- Understand styles of thinking and behaving: yours and others’.
- Build a more flexible approach to influencing and leading others to improved performance.
- Apply tools to improve your interpersonal success.
- Further develop your emotional intelligence to maximise your personal effectiveness in challenging times.
- Use a proven approach to improving difficult relationships in the workplace and achieving your desired outcomes.
- Be more effective and influential when dealing with other people at work.

Course description

This practical course is packed full of tools, techniques and approaches for FMs. With its roots in Neuro-linguistic programming (NLP) a study of the modern psychology of improving relationships and achieving more effective outcomes, FMs will gain insights, self-awareness and the confidence to try new approaches at work.

Thinking patterns

Learn how to spot how people think (rather than what they think). Discover how to listen out for clues to people’s thinking, the impact on how they act and react at work and how to handle that.

Flexibility

Being flexible and responsive is a critical part of the FM role. Develop the skill of adapting your communications to people with different thinking patterns, maximizing your influence with colleagues, team members and suppliers to ensure the best possible performance.

Interpersonal relationships

Learn the skills of master relationship builders who create excellent rapport and build trust - with anyone and everyone – to achieve the outcomes they desire.

Emotional intelligence

Experience techniques to help you manage stressful situations and become even more resourceful by tapping into a productive emotional state when you need it.

Difficult relationships

Discover new approaches to working effectively with people who are just not like you. Learn new techniques to handling interpersonal conflict and getting the results you want.

Improved outcomes. Develop the skills to achieve more through others – and yourself – with more ease.

Programme

08.45 Registration and Coffee

09.00 Start

Introduction

What is NLP

NLP Pre-suppositions

NLP Communication Model

Emotional Intelligence

NLP & Change

Difficult People

Influencing People

Pattern Spotting Exercise

17.30 Close

10.45 Coffee

12.30 Lunch

15.00 Tea

How do I book?

Telephone: 020 7469 1398

Email: info@quadrilect.co.uk

Website: www.quadrilect.com
