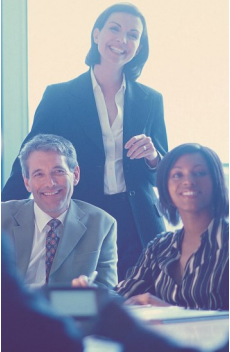


## Influence and Collaboration Methods



### About the Program

Corporate professionals are called upon to provide leadership, expertise, service, and to positively impact the business of internal and external “clients”, whether they are coworkers, subordinates, managers, vendors, or customers. This program focuses on the core skills and competencies required for effective internal and external collaboration, using a confident consultative approach.

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#### This program will improve your ability to:

- ◆ Understand another perspective, ie: what is driving decisions and behavior
- ◆ Identify needs beyond surface issues, such as personal needs driving a business decision
- ◆ Provide expert advice (even if different than another point-of-view)
- ◆ Provide ideas/recommendations to address business issues
- ◆ Develop relationships that others see as value-added for them
- ◆ Manage conflict situations in a confident, collaborative manner

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#### Learning Approach

This program is designed to intensify learning and improve skills by simulating on-the-job situations. A variety of learning methods are used including:

- ◆ Custom designed case studies & conflict scenarios
- ◆ Group discussions
- ◆ Role play/practice sessions
- ◆ Instructor/participant feedback
- ◆ Client Influencing Survey
- ◆ Conflict style assessment

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#### Content:

- ◆ The difference between collaboration and compromise
- ◆ Influencing skills model
- ◆ Influencing Survey 360 feedback
- ◆ Core influencing and skills
- ◆ Active listening
- ◆ Discovering business/client needs
- ◆ Assertion vs. aggression
- ◆ The collaborative approach to resolving conflicts
- ◆ Side by side problem solving
- ◆ Selling Your Ideas
- ◆ Adjusting your social style to be effective with other styles
- ◆ Effectively presenting your point-of-view
- ◆ Handling client reaction
- ◆ Self-score survey to understand your approach to conflict

#### Target Audience

Professionals who

- ◆ Need to collaborate with others
- ◆ Are responsible for inter-department and cross-functional coordination and collaboration
- ◆ Serve on cross-functional business teams
- ◆ Sell to internal or external clients
- ◆ Are designated leaders or serve as project/task force leaders

**Course length: 14 Hours, available virtual and live**

**8-24 participants /class**