

# Leading People Effectively

## A Guide to Excellent Influencing Skills

Influencing is one of the most highly-rated skills in business today, needed for winning new jobs and clients, and for leading teams and colleagues where there is no direct reporting line.

In this workshop, we review a wide range of components which play a part in effective influencing. We start by understanding what "good" looks like, as demonstrated by highly successful politicians.

Delegates then have an opportunity to assess their own impact upon other people and learn ways of increasing their personal presence. We learn about six common factors which influence behaviour. We also review different individual motivations and learn how to tailor our communications to address each.

We look at ways we can improve relationships and discover how powerfully rapport enables us to lead people where we want to take them. We finish by learning how to prepare for a critical conversation.

### Learning Outcomes

#### Delegates learn how to

- **increase their personal impact and charisma**
- **read and adapt to other people's communications preferences**
- **establish and maintain rapport successfully with different types of people and with groups**
- **understand motivating factors**
- **create an influencing plan and structure a critical conversation**
- **lead others where they want to take them'**



This workshop is suitable for all employees including senior management. It can also be used as part of a talent programme with respect to managing upwards.

### Jennifer Fitzgerald



Jennifer is an executive coach and trainer of interpersonal skills. She is an accredited trainer of NLP (neurolinguistic programming) and coach trainer with the International NLP Trainers Association. She has trained in accelerated learning and had preliminary training in cognitive behavioural therapy and other psychological disciplines.

Jennifer brings a high degree of business expertise to the programmes she runs. Her credentials come from a highly business focussed career with Schlumberger, Mastercard and Barclaycard. She has extensive international experience and speaks both French and German.

Jennifer runs training courses and coaching programmes at market leading companies, the programmes she runs are fast-paced, thought-provoking, interactive and fun!