

# SIMPLY INFLUENCING

## 1 DAY - 12 PARTICIPANTS



“Competency on the job, without the ability to make things happen in the organisation, results in wasted effort”

Andrzej Huczynski, author “Influencing Within Organisations”

### Overview

One of F2F's most popular programs, 'Simply Influencing' builds trust within teams, collaboration across teams and gives your organisation a competitive advantage through increased speed and decreased costs.

This dynamic workshop draws on two authoritative sources to assist you in forging stronger, more cooperative and productive relationships with peers, managers, clients and staff:

1. The time-honoured and proven Core Communication Skills of Carl Rogers, refined over the years to create an elegantly simple tool-kit for building empathy and rapport.
2. The scientifically-based, highly accurate and reliable Neethling Brain Instrument, which assists us in understanding ourselves and adjusting our style to accommodate others so they feel comfortable, open and willing to engage.

### Process

'Simply Influencing' blends interactive discussion and exercises, with tailored role plays and specific planning and rehearsal for upcoming meetings with colleagues and clients. This ensures deep understanding of the processes and tools; comfort and ease with using them and ultimately sustainable application of the learning.

“I've found the Neethling Brain Instrument (NBI) very useful in resolving areas of poor performance, conflict and poor communications - whether sideways, up or down. NBI analysis has enabled underlying issues to be detected, understood & therefore resolved.”

Telstra Finance and Administration

“I thought the technology and role plays were more practical than any others I've done. And I've done a few!”

IAG Motor Assessing Consultant

“Really powerful to see different strategies that can be used for influencing in my daily work, and non-work, environments”

GAPbuster (mystery shopping)

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Areas typically covered include:

### Core Communication Skills

ASKING – Eliciting information to understand their point of view, issues and doubts.

APPRECIATING – The art of truly listening, understanding and ensuring the other party feels heard.

ADVOCATING – Ensuring your 'argument' is clear, concise and relevant to their interests.

### Adjusting to Accommodate

Using the Neething Brain Instrument to understand our own and others' thinking preferences; what that means in terms of their decision-making drivers; their preferred communication style and the most effective way to build rapport and influence with them.

"I work with a team of 25 - all different ages & backgrounds - which is hard. This course has shown me how to deal with them far more effectively."

Mainfreight Logistics

"The Neething Brain Instrument (NBI) was such an eye-opener for me. I now find myself using words that resonate with the thinking style of the people with whom I'm dealing. It definitely makes interactions with some of my analysts and stakeholders more effective"

Telstra Customer Experience

### Outcomes

This workshop is fast, fun and insightful and will change the way participants deal with others from the moment they leave the room.

**Outcomes for participants:** Greater capacity to understand ourselves and others; ability to improve trust, cooperation and synergies in all relationships.

**Outcomes for the organisation:** Fewer misunderstandings, greater individual and team effectiveness; more open and energetic culture.

"Compared to similar courses I've been involved in that used profiling technologies, this was far more engaging and practical, and let us participate freely"

Mainfreight Logistics