

Persuading & Influencing

Course description

This course is designed to develop your ability to use powerful and compelling techniques to win people over. It will also enable you to build a relationship within your organisation and get colleagues on-side and prepared to fight for you and your viewpoints. Furthermore, for those in a client facing role who are dealing with potentially difficult customers or situations, this course will help you build and develop worthwhile and profitable relationships.

This course will help reduce resistance to new ideas and eliminate conflict. Delegates will learn how to build rapport more easily by utilising appropriate communication styles and they will practice a series of persuasion techniques for dealing with difficult people and situations. Delegates are expected to bring real-life situations they have encountered in their working lives to the session to enable them to apply the theory learned to their roles.

Learning objectives

By the end of the course, delegates will have;

- the skills to be more persuasive and exert more influence
- increased confidence and effectiveness in handling different people and situations
- an understanding of different communication styles and how to adapt their own when necessary
- more success in negotiations
- gained insights into emotional intelligence
- learned how to devise clear and simple strategies to state a case convincingly
- improved questioning and listening skills

Target audience

This course is aimed at anyone who wants to improve their ability to make their voice heard within their office or outside when dealing with clients. It is very suited to middle and senior managers who are ready to make the move to a more influential role.

Duration

The course lasts one full-day with a maximum of 12 participants



REGISTRATION FORM

Form to be completed by training department / line manager

Persuading & Influencing 5 March 2012

I, undersigned

Name	
First name	
Company	
Position	
Telephone	
Fax	
Email	
Billing address	

register the following person/people for the above-mentioned training course :

	Name	First name	Position
Mr / Mrs / Ms			
Mr / Mrs / Ms			
Mr / Mrs / Ms			
Mr / Mrs / Ms			
Mr / Mrs / Ms			
Mr / Mrs / Ms			
Mr / Mrs / Ms			
Mr / Mrs / Ms			

I have read and accept the following terms and conditions

Date and signature

Where did you hear about this course?

- INFPC website
- fast training website
- mailing from fast training ("save the date", ...)
- Open course calendar
- Other

If other, precise:

Please return this form by fax to +352 22.55.99.99 or +352 22.06.39

Terms and conditions

Fees

The rate for the training course is 400 Euro per person per day. The fee includes all supporting material, lunch and refreshments.

Payment

The course fee must be paid in full on receipt of invoice. An invoice will be dispatched after completion of training.

Cancellation policy

Courses that have been booked may be cancelled up to 10 business days before the scheduled date. If the course is cancelled after that time, it will be subject to a cancellation fee of 50% of the fees due up to 5 business days before the scheduled date and 100% after that time.

fast training reserves the right to delay or cancel training course at any time without liability. In these circumstances, participants will be offered an alternative date.

Contact

For further information, please contact your Coordination Manager:

Telephone: +352 22.55.99.50

Fax: +352 22.55.99.99

Email: info@fasttraining.eu