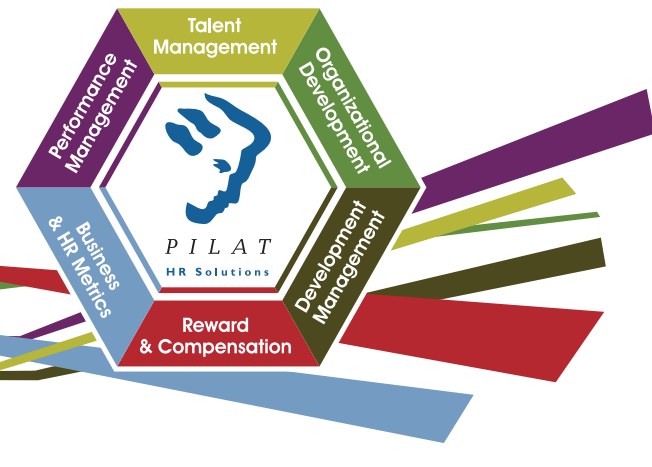


# DEVELOPMENT MANAGEMENT



## INFLUENCING & IMPACT PROGRAMME

4 DAY BEHAVIOURAL CHANGE WORKSHOP

This behavioural change workshop helps individuals radically improve their influencing skills.

### Overview

Influencing and Impact is a flexible programme designed to follow on from 360° assessment. It leads managers to a full realisation of the impact they have on others, and helps them grow the skills and confidence needed for happier, more productive relationships. Managers learn how to get the best out of their teams, sales people develop improved customer relationships, and all participants emerge with enhanced influencing abilities.

### Key Elements

The programme comprises the following key elements:-

- Participants complete relevant diagnostics that provide insight into their interpersonal behaviour.
- A 3-4 day workshop where participants become familiar with effective influencing styles and behaviours, and have an opportunity to address their personal development goals in this area.
- Development action plans implemented post-workshop.
- A follow-up day to review and evaluate progress and refresh development plans.

### Development Process

We start with a generic model of effective influencing behaviours. For each project, the model is refined to reach a definition of the particular influencing/interpersonal skills required for success in the participants' specific context, e.g. sales, team leadership, senior management.

360° feedback is core to this programme, and we also recommend MBTI to provide additional insights into interpersonal style. Other tools we recommend for specific contexts include:-

- Emotional Intelligence Questionnaire (leaders)
- Thomas Kilman Conflict Mode Instrument (senior managers, negotiators)

The table overleaf outlines a typical format for an influencing skills programme for middle managers.

### Benefits

- The diagnostics help to pinpoint the participants' specific strengths and development needs, so they focus on their priorities.
- Multiple opportunities during the workshop to practice and give participants the best chance of becoming skilled in influencing behaviours.
- Reflection and feedback throughout the programme provides participants with a high level of insight into their influencing abilities.
- Participants develop a repertoire of distinguishable skills that they can pick and-mix to suit different situations.
- The follow-up promotes the transfer of learning to the workplace.



## Day 1: Self-Awareness and Development Planning

P.M.

- Introduction to the programme
- Context setting
- Influencing Overview
- Increasing self-awareness
- Development goal setting

## Day 2: Skills & Effective Influencing

A.M.

- Influencing Model - style & skills, body language
- Basic Assertive influencing - input, practice, reflection
- Basic Responsive influencing - input, practice, reflection
- Blocks to influencing

P.M.

- Intermediate, assertive influencing - input, practice, reflection
- Intermediate responsive influencing - input, practice, reflection
- Putting it all together - influencing for performance improvement (practical exercise)
- 1-to-1 coaching

## Day 3: Influencing Strategies

A.M.

- Influencing tactics - input, practice, reflection
- Developing influencing strategies - input, practice, reflection
- Handling conflict - input, practice, reflection

P.M.

- Business simulation - conflict resolution
- 1-to-1 coaching

## Day 4: Making It Happen

A.M.

- Influencing rehearsal: preparing for real situation - preparation, practice, reflection

P.M.

- Transfer of learning - action planning
- Programme review and evaluation

## Why Pilat

- Pilat has unparalleled experience in implementing 360° feedback processes that drive genuine behavioural change.
- As experienced psychologists, not tied to one supplier, we can use the best instruments available to help individuals gain an understanding of their impact on others.
- Pilat's online 360 Pulse™ system gives individuals easy access to a range of reports to understand how others see them.
- We help our clients to become learning organisations, by training in-house personnel (HR and/or line managers) in the skills/techniques to facilitate an Influencing and Impact programme.
- We maximise the likelihood of the learning being sustainable by ensuring that workshop activities reflect the participants' real work context.

POWERING PERFORMANCE & POTENTIAL

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