



## Module 9 - Know-how for Influencing and Impact



### Reasons to Attend

People who are trying to influence others communicate in the style that works for them. They understand how to influence people by getting to know them better, which is a key factor in communication. The purpose of this course is to help you identify communication skills based on someone's behavior, to understand their personality structure and preferred way of communicating. This is a blended approach training that will focus on gaining skills on how to speak in a way that will make you more confident and comfortable speaking to various audiences. This course will also cover Great Leadership strategies vital for making an impact on your teams and colleagues. Effective leaders know that it is important to cultivate mindset and cultures that can thrive under any circumstances.

### Course Methodology

The course is designed for any individual or employee in any position. It is divided into independent modules and is adjusted to the number of attendees. In a group course, attendees gain all strategies for communicating effectively through role-plays, group activities, and cases that are included for each module to strengthen participants' ability to transfer the knowledge into the work environment. Awareness building, skill-building, and reflection times are carefully designed to ensure the right impact.

### Content

#### 1. Information is your key to success

Acquisition of information consists of clusters of processes that can be subconscious, random, immersive, and sometimes informal in order to gain all relevant information about a person or a situation. Some of the methods include observation, where by paying attention to how something is said or what is not said, could reveal you a person's actual feeling. It also means paying attention to your own thoughts, feelings, and intuition and enjoying the benefits of practicing it.



## 2. What positive influencing is

Positive influence is the impact you have on yourself and another person by pointing out strengths and virtues. It is how you are, what you do, and the power you have on others to value what is best within themselves. Positive influence helps a person be better today than they were yesterday. It builds an optimistic, affirmative, and constructive participation and experience a person has in their work, family, and community. It is important because happy and positive people perform at a higher level, find solutions more readily, get along better with others, come up with great ideas and are generally less stressed. It will contribute to someone else's success and there are three top ways to achieve it.

## 3. Key interpersonal communication skills for influence and impact

We all use interpersonal skills every day. Strongly associated with emotional intelligence, interpersonal skills (in a professional context) refer to how we interact with others. Employers often seek out those candidates who have strong interpersonal skills. They actively look for applicants who can work collaboratively, communicate effectively, and have positive relationships with customers and co-workers. That is why understanding verbal communication, active listening, body language and many others is vital for both work and personal relationships that they are worth developing.

## 4. Developing a global mindset and its benefits in know-how

The globalization of business continues to challenge our ability to operate effectively across countries and cultures, which is why a global mindset is an essential professional trait. What has made you successful in a domestic or local context likely won't help you reach the same level of success on a global scale, which is why learning to adapt your style is often the hardest part of mastering a global mindset. This step involves expanding your repertoire of business behaviors by learning to behave in ways that may be unusual to you but highly effective when interacting with others.

### Course Objectives

By the end of the course, participants will be able to:

- Identify your own leadership style and refine character strengths ✓
- Identify resilience building techniques ✓
- Attain great leadership strategies ✓
- Understand strategies for influencing others and making an impact ✓



- Enhance communication skills ✓
- Create a respectful and successful work environment ✓

### Target Audience

Employees in any functions within their organizations, HR team members and HR leaders who want to build a positive work culture in their organizations; 1<sup>st</sup> and 2<sup>nd</sup> level managers and other stakeholders.

**Certificates:** By the end of every course, attendees will be awarded a certificate for successful attendance or accomplishment, provided by Kitanovski consulting.

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