



People Effectiveness, Power, Influence

Course Introduction:

The People Effectiveness: Power and Influence course is designed to help participants enhance their interpersonal skills and understand the dynamics of power and influence in various contexts. In today's fast-paced and interconnected work environment, effective communication and the ability to influence others are critical for achieving both personal and organizational goals. This five-day course delves into the fundamental principles of power dynamics, explores various influence techniques, and equips participants with practical tools to foster effective relationships and collaboration.

Through engaging discussions, interactive activities, and real-world case studies, participants will explore the psychological underpinnings of influence, develop effective communication strategies, and learn how to navigate complex interpersonal situations. By the end of the course, attendees will be empowered to leverage their influence more effectively, engage with diverse stakeholders, and cultivate a positive impact within their organizations.

Course Objectives:

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

- Understand the different types and sources of power within organizations.
- Apply key principles of influence and persuasion in various contexts.
- Develop effective communication strategies to enhance interpersonal interactions.
- Master negotiation techniques and conflict resolution skills.
- Cultivate leadership qualities that promote team effectiveness and collaboration.

Who Should Attend?

This course is intended for :-

- Managers and leaders seeking to improve their influence and leadership skills.
- HR professionals focused on employee engagement and development.
- Sales and marketing professionals aiming to enhance their persuasive abilities.
- Individuals in roles requiring negotiation and conflict resolution expertise.

Course Outline:

Day 1: Understanding Power in Organizations

- Definition and types of power (legitimate, reward, coercive, expert, referent)
- Sources of power and their implications for influence
- Assessing personal power dynamics in the workplace
- The role of power in shaping organizational culture

Day 2: Foundations of Influence

- Key principles of influence and persuasion (Cialdini's principles)
- Building trust and credibility as a foundation for influence
- Understanding the psychology of decision-making
- Strategies for influencing without authority

Day 3: Effective Communication Skills

- Verbal and non-verbal communication techniques
- The importance of active listening and empathy
- Tailoring communication styles to different audiences
- Techniques for impactful storytelling in presentations

Day 4: Negotiation and Conflict Management

- Overview of negotiation styles and strategies
- Techniques for achieving win-win outcomes in negotiations
- Managing conflicts and resolving disagreements constructively
- The role of emotional intelligence in negotiation scenarios

Day 5: Leadership and Team Collaboration

- The intersection of influence and effective leadership
- Strategies for building and leading high-performing teams
- Empowering team members and fostering collaboration
- Sustaining influence and effectiveness in professional relationships

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work

Course Fees:

To be advice as per course location. This rate includes participant's manual, Hands-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session