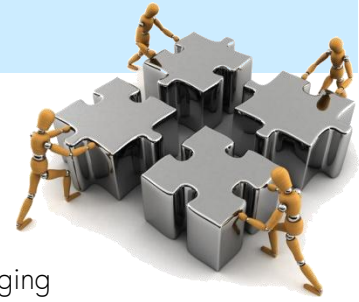


Influencing Skills Using Emotional Intelligence

xceedtraining



Influencing takes real skill. We are constantly influencing, but are we always communicating the messages that we intend to? This course will increase your awareness of behaviours and build your confidence and ability in managing influential communications. You will learn skills for communicating powerfully, sending clear messages, and conducting challenging conversations, without damaging working relationships. A good grasp of the concepts of emotional intelligence enables you to increase your own self awareness, have greater control over your interpersonal and intrapersonal communication and build trusting relationships with others.

Prior to attending the course you will be provided with an Emotional Intelligence Questionnaire; once completed, it will provide you with a detailed and completely confidential report. It is imperative that this is completed prior to the training event.

The delivery style is interactive, stretching and challenging. You will be exposed to a variety of work-related situations through a combination of short practical interactions and live situations.

This workshop concentrates on the concepts and principles of emotional intelligence in communication with a strong emphasis on their practical application to improving your influencing skills.

This event will enable you to:

- Be more aware of the impact of Emotional Intelligence – yours and others
- Increase self awareness of your own emotional intelligence
- Develop a range of influencing styles
- Develop strategies to work with other's influencing styles
- Handle aggressive and manipulative styles
- Control disruptive emotions and impulses
- Use your interpersonal skills including body language to engage with others to achieve positive results

Who is the course suitable for?

This workshop is suitable for people who work in an environment where there are frequent and challenging interactions with others. It is focused on those who need to be able to understand the underlying nature of their own and others' responses, and who want to improve the quality of their interpersonal and intrapersonal skills.



Contact Us:

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Course Content

- An overview of the key concepts of EI
- Your individual EI report and what it means to you; how influential communication is affected; and how you can improve
- Controlling disruptive emotions and impulses
- Being aware of others' emotions and their impact on your influencing zone
- The key influencing styles
- Strategies for handling negativity and resistance to change
- Techniques to effectively counter 'dirty tactics'
- Using your EI to support others to accepting new ideas, new approaches and new information
- Developing and communicating personal power
- Managing the affect of intrapersonal messages on verbal and non verbal communication
- Use your interpersonal skills to engage with others
- Demonstrating and building stronger and trusting relationships with others
- Listen to understand, affirm and manage resistance
- Use emotions in communication to motivate others to achieve goals
- Influential presentations
- Increasing your energy and effectiveness under pressure
- Personal action plans

Duration

2 days



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