

INFLUENCING & NEGOTIATION

Getting Results Without Authority

MCE Management Centre Europe®

www.mce.eu

Getting Results without Authority

Get things done in your organization by negotiating, influencing and persuading.



Accredited by the Project Management Institute® (PMI). **mce.eu/pmi**

Ideal for

You are a business professional who needs to get work done through others or you need to convince another person to buy into an idea or follow up on a request.

- Business Professionals
- Managers

Learn, Practice and Use

- Establish or regain credibility so you can begin to influence people
- Effectively use your power base to persuade others (Personal Power Model)
- Understand the person you're trying to influence—and persuade through give-and-take
- Develop and grow relationships within your organization and beyond
- Create a collaborative work environment for faster, better results
- Let communication differences work for, not against, you
- Achieve trust and give-and-take relationships up, down and across the organization
- Influence people while projecting self-confidence without being pushy
- Adapt your style to the person or situation you're dealing with Identify various negotiating techniques that promote win-win outcomes
- Share your knowledge and challenges with your peers and MCE's highly experienced faculty

Highlights

- Learn and use the Commitment Model to understand why commitment from others does not happen by chance.
- Use the Personal Power Model to improve your influencing and persuasion skills in different business situations.

Key Competences

- Persuasion and Influencing
- Creating win-win situations
- Building relationships
- Managing conflict
- Negotiation skills
- Managing key stakeholders

Practical Information

FACE-TO-FACE

3 days

€2,495

LIVE ONLINE

4 × 3-hour sessions

€1,995

SCAN HERE

FULL OUTLINE, DATES & LOCATIONS →

AVAILABLE IN-COMPANY

This programme is available as an in-company solution for your teams. **mce.eu/inco**

Programme Modules

1 Personal Power

- Understanding your personal power
- Personal power behaviours
- Attributes of effective/ineffective influencers
- Your power relative to the other person
- Influencing strategies
- Commitment Model: why commitment from others doesn't happen by chance

2 Reciprocity and Relationships: The First Step in the Influence Process

- Mental model of influence
- Reciprocity assessment and case study
- Principles of reciprocity
- Building relationships
- Creating partnership

3 Communication Style

- The importance of flexing with communication style preferences when influencing others
- Various communication styles you come across at work
- Identifying your preferred communication style and those of others
- The impact of the negative attribution cycle

4 Persuasion

- Key components of persuasive skills: discovery, preparation, dialogue
- The need to adjust to different audiences
- Understanding the world of the other person
- The role of investment and risk in persuasion
- Achieving credibility
- Managing stakeholders
- Reaching a common goal
- Selling your position by providing evidence
- Connecting emotionally
- Best form of communication: listening, questioning
- Practising persuasion in business techniques

5 When Conflict Comes Between You and Your Desired Results

- Approaches to conflict resolution
- Conflict activity
- Giving and receiving feedback
- Using a win-win mindset

6 Getting Better Results Through Negotiation

- Power, information, timing and approach
- Basic principles of negotiation
- Various steps in negotiation
- Final negotiation activity

7 Developing an Action Plan

MCE is your reliable partner for continuous success with agile people development solutions.

10,000,000

participants on AMA & MCE programmes in the last 10 years

92%

of Fortune 1,000 companies are our business partners

96%

of participants report they are using what they have learnt at AMA & MCE

1,000+

expert facilitators globally

100+

Open Training Programmes running throughout EMEA

100+

year's experience working with our clients around the globe

AVAILABLE IN-COMPANY

Train your whole team together

This programme is also available as an in-company solution, adapted to your organisation and run for your teams.

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FOR MORE INFORMATION, PLEASE CONTACT

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