

## Communicating With Influence II

### *Developing Communication and Influence Techniques to Maximize the Impact of Your Messages*

*Individual and team success depends upon the ability of individuals to communicate effectively with one another. The communication skills covered in this course, and the prerequisite course, give participants the ability to influence other's beliefs and actions that ultimately lead to changes in the way others think and behave.*

*This course focuses specifically on techniques that create a basis for trust and openness. Participants learn how to deliver key messages, interpret body language, manage perceptions, and use specific skills to change other people's viewpoints and behavior.*

**Who Should Attend:** Any person whose success depends on the ability to communicate clearly, be understood, and influence how another person performs.

**Course Length:** 3 days

**Prerequisite:** Communicating with Influence I is recommended

**Student Materials:** *Communicating With Influence II Participant Guide*, 300 pages



#### **Benefits**

- Establish a bias-free communications environment
- Create an open, honest work environment through trust building communications
- Communicate effectively in hostile and difficult situations
- Influence other people's behavior and ways of thinking using specific communication and influence models and techniques
- Develop specific communication and influence strategies for the delivery of specific messages

## **Communicating With Influence II (cont'd)**

### *What You Will Learn*

- Define goals for a specific communication and the most effective methods for delivery
- Send messages whose meanings are understood and agreed upon
- Develop methods to break down barriers to effective communication and influence
- Understand how perceptions are created and be better able to manage them
- Use techniques for sending messages and then analyzing the results of those messages
- Analyze and use nonverbal forms of communication to enhance message effectiveness