

## Discovering Influence Strategies (Tier 3)



½ Day or 1 Day

### Description

Whether we are managers, sales people, customer service professionals or teachers, our intention is that our conversations with others lead to positive results – for them and for us. We communicate for a purpose. We work with others in order to make things happen. We influence others to try and make sure that *the right things happen*.

No one influence strategy works in all situations – or with all people. We can be most effective in influencing others if we choose a strategy that fits the situation. Participants in this program will work with the Influence Strategies Exercise (ISE) to identify what their typical strategies are and create an action plan to achieve the best possible outcomes from their influencing efforts.

### Prerequisites

- None

### Objectives

Upon successful completion of this program, participants will be able to:

- ✓ Identify the 9 most effective strategies for influencing others.
- ✓ Understand when strategies are most and least effective.
- ✓ Understand why they over or under-rely on certain strategies.
- ✓ Create an influence action plan.

### The Best of Classic *and* Current Theory

French and Raven published their historic study of managerial power in 1959, which started a trend among researchers and theorists to study influence tactics. The Hay Group combined all of this research with 15 years of its own applied research studies to identify the most effective strategies for influencing others:

- Empowerment
- Interpersonal Awareness
- Bargaining
- Relationship Building
- Organizational Awareness
- Common Vision
- Impact Management
- Logical Persuasion
- Coercion

