

Influencing Skills Masterclass

Tuesday 1st October 2019, UKLA House, Chesham. HP5 1SD

In any organisation, employees have to use influence to improve their supplier, customer, distributor or colleague relationships, and deliver what is expected of them. Influencing is more than simply telling people what to do. On the course delegates will be equipped with communication skills that can really make a difference to their personal as well as their professional relationships.

The course will cover the following objectives:

- What Influence actually is and why it is important.
- How we can identify what it looks like and how it affects others.
- How Negotiation and Influence can be related.
- A look at how understanding personality plays a part in influencing others.
- The relationship between influence and power.
- How the written word can be used to great effect to influence.
- The keys rules and methods of influencing.

The course is designed to give people an insight and build skills in this specific area of communication. Delegates who attend may come from a sales, commercial or customer-facing background or from back office roles looking to develop their communication skills in this key area. It is recommended but not essential that delegates have attended the Assertiveness, Personal Impact & Resilience course prior to attending as the skills on this course build on those learnt earlier.

For UKLA members the course charge will be £295 (+vat) per person.
Non-members are welcome to attend at a cost of £395 (+vat) per person.
All delegates will receive a certificate of attendance.

The venue is UKLA House, Chess Business Park, Moor Road, Chesham, Bucks.
HP5 1SD.

To book your places please email: secretariat@ukla.org.uk by Friday 30th August 2018.

Your course leader will be: Simon Hares



Simon Hares is a freelance training and management development consultant with over 20 years' experience of working with clients to develop individual and team performance. His clients include Future Publishing, NHS Future, EMAP, Fitness First, Mediaclash and BIMN.