

Speaking to Get Things Done

Length: 1 Day

Summary: In this course, you will learn how to change the way you speak so you can motivate yourself and others to get things done.

COURSE CONTENT

COMMUNICATING WITH AUTHORITY AND IMPACT

1. Assertiveness Essentials: Speaking to Get Things Done

- Considering critical attributes of assertive behavior

2. Expressing Personal Power: Communicating from the Inside Out

- Raising self-awareness
- Exploring how identity, fear and habits impact results
- Communications cycle – how influence and impression impact others
- Listening: More than Hearing
- Creating new personal effectiveness

3. Mapping How People Handle Conflict

- Enhancing your ability to respond to conflict
- Recognizing your conflict style
- Responding differently to different situations
- Considering the role of Emotional and Social Intelligence

4. Developing Your Tools

- The power of "I" statements
- Saying "no" productively
- Pushing through resistance

INFLUENCE SKILLS – GETTING RESULTS WITHOUT THE DIRECT AUTHORITY

5. Creating A Strategy To Get Results

- Justify a Need
- Build a Plan Around Your Company's Culture

6. Getting What You Need From Others

- Prepare to Approach Others for Help
- Ask for What You Need
- Orchestrate Your Plan

7. Influence: Achieving And Maintaining Commitment

- Stating your desired results
- Creating collaboration
- Establishing and maintain trust
- Building rapport

8. Thinking Strategically

- Executing the most appropriate strategy
- Avoiding pitfalls and traps

9. Practicing Leadership

- Modeling the way
 - Inspiring a shared vision
 - Challenging the process
 - Enabling others to act
 - Encouraging the heart
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