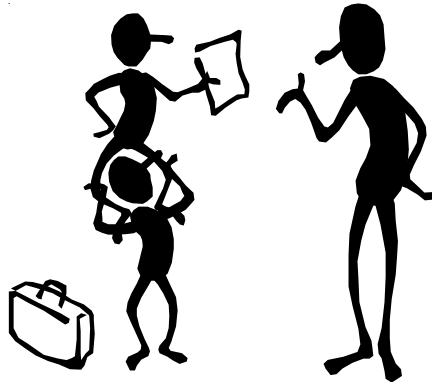


Influencing Upward and Across

How to Influence Without Authority



Results depend on trusting relationships

Compliance or commitment?

What are the biggest obstacles you face when trying to influence your team, staff, department—even your boss? How do you achieve buy-in to your ideas and projects? Successful managers know that obtaining “commitment” yields the best results because people have ownership to the idea or task. Compliance may result in action, but commitment brings people together and creates trusting relationships.

Who should attend

This program is designed for managers who want to take a consultative approach to building trusting relationships and obtaining commitment upward and across organizational boundaries.

What you will learn

This workshop focuses on building commitment. Successful managers use active communication to support the process of commitment. They ask for and build on suggestions, learn about what people value, show the importance and benefits of an idea, and modify the idea or project to garner support.

In this dynamic program, you will learn to:

- ◆ state a clear-cut purpose and present the big picture
- ◆ present supporting ideas as benefits
- ◆ create dialogue and encourage feedback without bias
- ◆ demonstrate respect through active listening and body language
- ◆ use questions to clarify resistance

Program format

Influencing Upward and Across is a two-hour program that can be tailored to meet a group’s specific needs. Participants complete individual and group exercises based on their work-related challenges. The program concludes with an action plan for putting new skills to work.

To register, contact:

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