

Leading Without Authority: How to Persuade, Motivate and Influence

OVERVIEW

The ability to persuade, motivate and influence is critical when you must get things done, but are not in a position of formal authority. Responsibility without authority can be frustrating unless you develop your abilities to communicate in a way that garners respect and motivates others to take action.

This interactive program will equip participants with the essential tools for getting the job done from beginning to end ... even when actual authority is limited.

LEARNING OBJECTIVES

- Select the best method of communicating the message
- Establish personal and organizational credibility quickly
- Follow best practices for “responsibility without authority”
- Avoid common mistakes that destroy credibility
- “Sell” ideas effectively in order to take a project from start to finish

COURSE HIGHLIGHTS

How communications differ when you lack formal authority

- How to be positively persuasive so people will buy into your ideas
- Ways to set the stage so you gain respect and credibility
- Establish your authority, boost your credibility and earn respect

Communicate under pressure and stay poised and calm

- The very real connection between stress and intense emotions
- Avoid the fight-or-flight syndrome
- How to act calmly under pressure

Apply proven techniques to gain and maintain respect

- All we want is a little respect...ways to encourage this all-important practice
- The Feel, Felt, Found method
- Become the coach your team needs to be a winner

Deliver feedback with tact and diplomacy

- The key characteristics of effective feedback
- Guidelines when giving constructive criticism
- The FIRR technique for delivering feedback
- Avoid the most common errors when giving praise

Use email, voicemail and phone conversations appropriately

- Best practices for writing emails
- The critical differences between face-to-face and phone conversations
- How to leave an effective voicemail

How to persuade, influence and convince for results

- Building strong relationships
- Use the skills of acknowledging, supporting and empathizing
- The secret of Socrates—how to persuade others
- Strategies for creating agreement without giving in

COURSE OVERVIEW

How to overcome collaborative hurdles and work together

- Guidelines for improving or repairing working relationships
- Keys to rebuilding trust
- How to agree to disagree
- Vital interpersonal skills
- Eliminate the most common communication problems with leading without authority

TRAINING DELIVERY

- Pre-training: Tailoring and customization of content
- Delivery of training using presentation, small group exercises, case studies, role-plays, games, etc.
- Post-training: Follow-up within 30 days to review information, provide coaching, set goals, etc. (optional)