

CUSTOMER / STAKEHOLDER INTERACTIONS

Influencing without authority conversations

'Influence is the single most important skill you can master in your lifetime'

— Tony Robbins; entrepreneur, speaker and author

Central to (almost) every job is how we work with and influence others.

Influencing without authority, so key decisions and tasks are actioned within project timeframes, is a key challenge across many operations teams.

GRIST's influencing stakeholder conversations program will improve your ability to present information clearly, confidently and persuasively.

Participant's skills are fine-tuned to develop a greater ability to delve into what the stakeholder's key needs are, what information is needed when, and how to influence and convince using evidence. Participants develop the ability to tailor their conversations to engage, involve and persuade internal and external audiences.

Key components

- What stakeholders want and the moments that matter to them
- The psychology of performance
- The 6X6 conversational framework
- Building rapport and common ground
- Questioning to understand stakeholder needs
- Adding unexpected value and following up
- Action planning
- Communicating ideas through evidence

WHAT THE NUMBERS SAY

Retention rates are **34%** higher among organisations that offer employee development opportunities

58% of employees (62% of Millennials and GenY) say professional development contributes to their job satisfaction, a major factor in retention

Only **29%** of organisations have a clear learning and development plan for their employees

Employees who have access to professional development opportunities are **15%** more engaged

74% of workers say that a lack of employee development opportunities is preventing them from reaching their full potential

Program outcomes for participants

- Build rapport through personal engagement and curiosity
- Demonstrate active listening
- Demonstrate effective drill-down questioning
- Leverage evidence when communicating key ideas and decisions
- Outline benefits of proceeding with a proposed solution and consequences of not

Program duration

- Face to face workshops or
- Virtual spaced and paced workshops

Pre-work

Bring a recording of a stakeholder conversation