

Relating, Influencing & Negotiating



In a Nutshell

Meaningful connections with others and effective and constructive communication are fundamental to influencing others and negotiating agreements which endure and which strengthen relationships.

Relating, Influencing & Negotiating is a facilitated learning package which can be tailored to client needs.

The **core** of the package includes:

- Two days of face-to-face interactive delivery (can be split into two one-day sessions for in-house delivery)
- Pre-consultation for in-house sessions to enhance tailoring of content and resources to the needs of participants
- A comprehensive resource pack
- Post-session coaching and mentoring to enhance application of learning

Potential **expansions** include:

- Pre-session engagement and preparation (face-to-face or distance) through which participants develop case study material to support learning during the session
- An additional day focused on grounding learning through case study analysis, scenarios and role plays
- An additional day focused on cross-cultural communication and application e.g. Australian Indigenous or Maori culture
- A follow-up advanced session of one to two days after 3 to 6 months for deepening learning and reinforcing application

Interactive delivery is by facilitators who have demonstrated skills in training and learning support, and sound experience in the practices of influencing and negotiating.

Connected Opportunities

Relating, Influencing & Negotiating is one of the Practical Skill Sets & Understandings components of the development program:

Out in Front: The Way of the Facilitative Leader[™]
www.Out-in-Front.com.au

Clients of our training are eligible to receive **discounts on facilitation services**.

Learning Outcomes

As a result of the Program, each participant will have developed:

New capacities

- New insights and perspectives on human differences and underlying dynamics of human processes
- New understandings about how these result in difference, disagreement and conflict
- New skills and tools to bridge differences, build cooperative relationships, and develop agreement and commitment.

Practical application

- The ability to apply new learning, as a leader/ facilitator of process, or as a participant in process, from one-to-one interactions to larger groups
- Enhanced confidence to engage with diverse parties and situations to manage disagreement and conflict towards creative and constructive outcomes

Strengthened engagement & relationships

- Strengthened relationships with peers, colleagues and others through sharing of practical experience and engagement in exercises which assist participants to become a resource to each other

Learning Experience

The learning experience includes:

- demonstration and unpacking of skills and techniques
- individual and team/group practice and reflection
- giving and receiving feedback
- working to an individual learning contract
- coaching and mentoring of individual facilitation in practice (action learning)

Experiential and adult learning principles support the learning and application of tools and techniques by grounding these in actual work projects of participants. This format builds competence and confidence in the continued use of facilitation methods and deepens understanding of the profound role of facilitation in leading change.

At the end of the training each participant will have a statement of attendance, a comprehensive set of course notes, worked examples, and proposals for application and practice of their learnings in real-life situations.

They will also have access to mentoring from highly experienced facilitators.

Relating, Influencing & Negotiating

What It Covers

Understanding Self Among Others:

The Nature of Difference

- An ecology of difference
- Making up our minds
- Human process and change
- Tuning in for understanding
- Deep listening
- Testing for clarity

Making Connections With Others:

Influencing with Integrity

- Effective and constructive communication
- Authenticity, acceptance and empathy
- Being open to influence / Influencing others
- Creating and strengthening connection
- Building mutual understanding
- Rapport, empathy, perceptual positioning

Expanding Possibilities:

Beyond Understanding to Empowerment

- Escaping the drama triangle
- Transforming conflict
- Dealing with the difficult
- Leadership under fire

Negotiating for Mutual Benefit

- Addressing human needs
- Principled negotiation
- Relationships, Interests and Needs
- Expanding possibilities

Gaining Commitment:

Building Agreement & Partnership

- Making agreement easy
- Reframing, dovetailing interests, bridging gaps
- Alternative agreements
- Ingredients of final agreements
- Closing with commitment
- Authentic partnership

What Participants Say

On the content and resources:

- ✓ Thanks very much, challenging and thought-provoking, great skills to apply in all aspects of life
- ✓ Admirable to put forward an 'ethical' model of negotiating and influencing – thanks
- ✓ Made me pause/reflect on past and present practice – opened up new ways of approaching situations
- ✓ Excellent process for me to deconstruct and examine my own processes
- ✓ Very high benefit – applicable to role and life, great tools, great food for thought
- ✓ Had a day-to-day application style, therefore will be used and is v. helpful
- ✓ Has given clarity to things I had a vague understanding of previously. This will give me the ability to communicate those ideas more effectively.
- ✓ Resource kit is well presented and very comprehensive
- ✓ Excellent resources, great toys, obviously well researched and skilfully assembled

On the leaders:

- ✓ Very knowledgeable and enthusiastic
- ✓ Good presenters; well structured material clearly explained – they walked the talk
- ✓ Very pleasant and engaging style. Made learning enjoyable
- ✓ Easy going, informed and approachable
- ✓ Highly professional – can see the facilitation experience
- ✓ Knowledgeable/fluent/attentive to comments
- ✓ Intelligent, professional – made experience very enjoyable
- ✓ Good mix of energy and humour!
- ✓ Terrific. Very open to feedback – RARE!
- ✓ Excellent preparation, very professional, and flexible
- ✓ Very entertaining and engaging
- ✓ Very precise and enthusiastic – great job
- ✓ Great fun, lateral thinking made it v. enjoyable

Contacts

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