

Course Outline:

Beyond Technical Excellence to Trusted Advisor: Influencing for Win-Win Outcomes

Delivery Format

Live online or live in-person.

Who Should Attend

Technical specialists / Subject matter experts seeking to elevate their contribution and personal profile in the business to contribute more strategically as a trusted advisor.

Duration

1 day.

Course Aim

Research has shown that key competencies that distinguish “star” from average engineers and professional services consultants include the ability to be outcome-oriented, apply strong listening skills and influence customers and stakeholders effectively in order to build a strong, trusted relationship that enhances both the personal and organisational “brand” and creates win-win outcomes.

This interactive workshop draws on significant experiential learning (including role plays) designed to empower participants with practical strategies, principles and tools to influence stakeholders and earn the reputation of being an effective, trusted advisor.

Benefits of Attending

Participants from this workshop will benefit from the following:

- An appreciation of the value of strengthening workplace relationships and practical strategies for developing this valuable resource
- Practical skills to build rapport with, empathise and synergise effectively with others to achieve mutual outcomes
- Develop the confidence to influence and to take on challenges with greater optimism

What It Covers

This session will feature a 1-day workshop with a high level of participant engagement and relevant short activities and role-plays to deepen experiential learning.

It will cover:

- An overview of emotional intelligence and its role in one’s success, communications and influence effectiveness

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- Factors that affect the customer's experience in every interaction
- Understanding the difference between outputs and outcomes
- What it takes to be an outcome-oriented professional
- Strengthening self and social awareness
- How to build rapport effectively with stakeholders
- How to say "no" with diplomacy and tact
- The power of empathy and how to synergise effectively with others
- Dealing effectively with stress, criticism and conflict
- The four steps to strengthening relationships and influencing

Delivery Strategy

The learning has been structured as a 1-day interactive workshop led by our experienced trainers. The workshops will contain a series of power point slides, accompanying information, case scenerios and role plays, written activities and reflective tasks and videos.

Formal Certification

At the completion of this program, the participant will be eligible to receive a Certificate of Participation from EQ Strategist.