



INFLUENCING SKILLS FOR EAs AND PAs

(IS-EANTA-2013)

DETAILS

Duration	8 Hours
EAN Members	\$750 plus GST
EAN Associate Members & Non-Members	\$995 plus GST

OUTLINE

EAs are involved in overseeing many projects for their executives and are judged on the outcomes they can influence on special projects or tasks within their departments.

As a result they have to work with many other executives, managers, team leaders and employees. Liaising with all these different stakeholders while ensuring the desired outcomes for these projects are reached can be a difficult endeavour.

EAs must be able to persuade others to their way of thinking or to get buy-in for their vision if they are to achieve the results they desire. This ability requires developing and mastering the art of influencing others.

The ability to influence is based on one's capacity to create rapport with the relevant stakeholders so as to ensure they will support one's projects and goals. This ability relies on mastering a wide range of delicate and subtle personal and social skills and must be distinguished at all times from manipulation.

This one day course will lay down the basis for you to develop efficient and easy to use influencing skills and will leave you the ability to move on to the next level of workplace interaction.

WHO SHOULD ATTEND?

1. All EAs and PAs responsible for helping to implement change programs or special projects
2. All EAs and PAs in a formal or informal leadership roles
3. All EAs and PAs looking to progress within their existing or any other organization



COURSE OBJECTIVES

- Master the rules of persuasive and influential communication
- Learn to deal with difficult people and situations
- Get buy-in for your goals
- Remain honest and honourable in all situations

COURSE CONTENT

1. Build an influencer's mind:
 - a. Analyse
 - b. Assess and evaluate
 - c. Offer alternative propositions
2. Communicate like an influencer:
 - a. Listen to and understand the recipient of your message
 - b. Speak calmly
 - c. Create and emit clear and concise messages
3. Interact efficiently to influence:
 - a. Build rapport and trust
 - b. Show interest and concern
 - c. Encourage
4. Leadership skills essential in influencing:
 - a. Assertiveness
 - b. Conflict management and resolution
 - c. Persistence

Book online at www.execassist.com.au

or contact Marie-Charlotte Rouzier, Manager Training and Education, EAN Training Academy

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