

Influencing Skills (INS)

COURSE NUMBER **FAA01239**

For information about this course, contact:
 FAA Program Manager
 (386) 446-7154

DESCRIPTION AND LEARNING STRATEGY

This session might be called the “Skills Tool Box” for those who are expected to lead in an empowered environment. Most organizations are actively engaged in many initiatives designed to improve safety, customer satisfaction, and efficient use of taxpayer dollars. This workshop is designed as one step in support of expanding the skills of those expected to successfully lead the organization through those changes.

The perspective presented is that each employee - regardless of position, title, or assigned “leadership” responsibility - has both opportunity and obligation to lead in the empowered environment necessary to achieve the organizations mission. During this workshop, participants will focus on their ability and willingness to proactively influence the actions of others. Specifically, they will sharpen the skills needed to accomplish four key outcomes: create shared knowledge, maintain a supportive environment, trust and be trustworthy, and model desired behaviors.

Through interactive lectures, small group discussion, skill practices, and personalized application activities, participants will develop the specific skills necessary to lead in today’s leaner organization. While participants may have been exposed to the skills of presenting information, making effective language choices, and questioning in a way which encourages open dialogue, this workshop provides specific HOW TOs, sample phrases and models.

OBJECTIVES

- Present information and/or requests in a persuasive manner.
- Make language choices which support a collaborative environment.
- Communicate and behave in a way that collaborative, trusting relationships are established and maintained.

KEY COMPETENCIES

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| • Agility | • Integrity and Honesty |
| • Building Alliances | • Interpersonal Relations and Influence |
| • Building Teamwork and Cooperation | • Problem Solving |
| • Communication | • Strategy Formulation |
| • Developing Talent | |

CLASS SIZE

24 participants

LENGTH

4 hours
(Class times vary.)

LOCATION

Customer site or
 FAA Center for
 Management and
 Executive Leadership
 Palm Coast, Florida

UPCOMING DELIVERIES

This course is currently available only as a fee-for-service delivery.

WHO SHOULD ATTEND

Employees expected to execute leadership roles in an empowered environment

ENROLLMENT

To arrange a **fee-for-service delivery**, call (386) 446-7154.

PREREQUISITE

None

PRECOURSE

None

RELATED COURSES

Inquiry, Influence &
 Implications
 (FAA01249)
 Systems Thinking
 (FAA01277)