

A Successful 3-Day In-house Training Course

Influencing and Persuasion Skills for Engineers and Technical Professionals PLUS Mastering Conflict Resolution



ISO 29990:2010 Certified



ISO 9001:2015 Certified



This course is Designed, Developed, and Delivered under
ISO 29990:2010 Standards & ISO 9001:2015

Influencing and Persuasion Skills for Engineers and Technical Professionals PLUS Mastering Conflict Resolution

This course will provide the vital influencing and persuasion skills that will transform your most challenging relationships and interactions. It will aid to mitigate resistance and argumentative stakeholders with an effective set of influencing, persuasion and conflict resolution skills for engineers and technical professionals.

WHY CHOOSE THIS TRAINING COURSE?

Practising these skills will help develop participant's emotional intelligence and this will give them understanding and confidence to use their influencing skills when participants most need them, e.g., when they are meeting consistent resistance from people. This course aims to give something practical that can be used right away that'll help participants handle a difficult and complex situation more successfully at work. This course will also cover how to be able to disagree without conflict and negotiate win-win agreement.

This Course will feature:

- Crucial influencing, persuasion, conflict and dispute resolution skills set
- Elevating communication skills - How to get the best out of wide range of stakeholders without being argumentative and entering into conflict mode
- How to still allow discussions and still keep in control
- How to come across your boss and senior management
- How to avoid frequent arguments, conflicts and disputes
- How to have conversations that will achieve what you want
- Emotional and social Intelligence
- Rapport and relationship building with diverse teams

WHO IS THIS TRAINING COURSE FOR?

This course is suitable to a wide range of professionals but will greatly benefit:

- Any Engineers and Technical Professionals from multiple disciplines
- New employees needing help in improving their influencing, persuasion and conflict resolutions skills set
- Any Professionals seeking to enhance and elevate their communication and relationship building skills
- Team members who often have risky confrontations, conflicts and complex disputes in their day to day job and aiming to mitigate them successfully

WHAT ARE THE GOALS?

By the end of this Course, participants will be able to:

- Have a powerful set of influencing skills enabling you to persuade without being argumentative
- Find meaningful ways to persist in getting what you want from difficult and challenging stakeholders
- Understand why people behave in a certain way
- Significantly boost their ability to gain buying in and influence people
- Better collaboration with other non-technical functional departments
- Able to drive the team and make effective decisions
- Know how to negotiate win-win agreements
- Able to deal more successfully with difficult or irrational people
- Be more effective and quicker at resolving disputes
- Be able to disagree without conflict

HOW WILL THIS TRAINING COURSE BE PRESENTED?

This Course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes series of highly interactive instructor and student led discussions, critical observations and evaluations, videos, case studies, best practices, participatory and engaging class and reflective exercises.

Daily Topics

DAY ONE

Influencing and Persuasion Skills

- Defining Influence and Persuasion
- Understanding Emotional Intelligence and its importance in Influencing others
- Creating the right conditions for influencing and persuasion
- Vital communication and interpersonal skills for successful influencing
- The power of questions to gain understanding and control
- Building rapport and trust to create positive working relationships
- Powerful Negotiation techniques to influence and persuade others
- Influencing problem solving to ensure effective decision making
- Influence and persuade others for continuous cooperation, agreement and commitment

DAY TWO

Mastering Conflict Resolution

- How to be assertive through influencing and persuasion skills
- Utilising GLASS to resolve conflict
- Powerful techniques to control confrontation and remain in control
- Dealing with difficult and challenging people
- Gaining co-operation, agreement and commitment
- Learning How and When to say 'No' and How and When to say 'Yes'
- Diffuse tension in meetings and convert pushback into alignment
- Conflict Resolution strategies – Mediation, Arbitration and Litigation

DAY THREE

Engaging Colleagues and Stakeholders

- Motivating others to empowerment and team harmony
- Giving powerful feedback to ensure commitment and co-operation
- Handling and managing change and the controlling the influence on others
- Dealing with Re-confrontation: if the problem has not been resolved the first time
- Presenting facts and findings to gain stakeholders support and positive outcome

Quality Certifications

ISO 29990 : 2010 Certified



ISO 9001: 2015 Certified



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