

## INFLUENCING OTHERS

### Agenda

8:30 am	Introduction and Objectives
8:50	Presentation <ul style="list-style-type: none"><li>-the basis of style</li><li>-style model</li><li>-characteristics</li><li>-video of different styles</li></ul>
10:00	Break
10:15	Determining one's own style Determining the styles of others Typical behaviors by style Establishing credibility and trust
11:00	Traits of effective influencers Rapport building techniques Modalities
12:00 pm	Lunch
1:00	Listening Problems Non-verbal communication Probing Reframing
2:30	Break
2:45	Developing strategies for influencing others
3:30	Skill Building Exercises
4:30	Implementation Plan Evaluations
5:00	Adjourn