

## **EDI National Award in Developing Influencing & Motivating Skills**

### **Aim of the workshop**

This workshop develops the learner's ability to use appropriate behaviour to improve personal effectiveness, enhance personal confidence, improve motivation and minimise conflict in work situations. It will also help managers and team leaders to develop a more productive team around them.

### **Workshop objectives**

By the end of this workshop those attending will be able to:

- Explain the use of motivational value systems and the potential effects of these on behaviour
- Recognise behavioural styles and their relative merits
- Investigate the importance of assertiveness and feedback within a range of workplace contexts

### **Workshop contents**

- Recognise the value of using a management tool to enhance working relationships
- Review the 4 main motivational value systems
- Identify motivational value systems of self & others
- Consider ways of influencing individuals who have other motivational value systems
- Understanding the difference between, assertiveness, passiveness and aggressiveness
- Recognise own behavioural style in a variety of situations
- Consider benefits of assertiveness for individual & company
- Applying assertiveness techniques to conflict situations
- Communication skills used in giving and receiving constructive feedback

### **Workshop attendees**

The workshop is for managers, supervisors and team leaders who need to improve their personal effectiveness. It will also be suitable for those people who want to understand more about the range of techniques available to influence and motivate people

### **Workshop duration**

This workshop is of 2-days duration

### **Workshop fee**

£287 per person includes course manual

**For more information contact us at [info@the-complete-training-company.co.uk](mailto:info@the-complete-training-company.co.uk)**