

## **American Management Association's Getting Results Without Authority**

### ***Learning Objectives***

- Determine Your Personal Power Base
- Analyze Your Approach When Influencing Others, and Know How to Adjust It
- Identify the Fundamentals of Exchange and Reciprocity
- Develop and Apply Persuasion Skills Using Four Skill Steps to Influence Others
- Improve Your Basic Interpersonal Skills of Listening, Questioning, and Providing Constructive Feedback
- Appreciate the Value of Constructive Conflict and Learn How to Work Through Conflict Situations When Influencing
- Identify the Basic Steps of Negotiation, and Promote Win/Win Results

### ***Personal Power***

- Describe the Personal Power Model and How to Use It with Your Personal Power Base
- Identify the Behaviors Indicating Effective Influencing
- Define Ways to Develop the Platform for Your Personal Power Base

### ***Building Your Personal Power Base***

- Describe How Exchange, Relationship, and Partnership Are the Foundation of One's Personal Power Base and the Keys to Influence
- Identify Your Exchange Portfolio
- Define the Principle of Reciprocity
- Identify Ways to Build Relationships Upward, Downward, and Laterally Within Your Organization
- Explain the Value of Creating Partnerships

### ***Communication Style***

- Describe the Importance of Flexing with Communication Style Preferences When Influencing Others
- Explain the Communication Style Preferences That You Deal With at Work
- Identify Your Preferred Communication Style and Those of Others
- Define the Impact of the Negative Attribution Cycle

## ***Persuasion***

- Define and Apply Credibility, Logic, and Emotion in the Persuasion Process
- Evaluate Where Your Audience Is on the Communication Issues and Develop an Approach
- Discuss How Persuasion Is a Learning and Negotiation Process
- Explain How to Follow the Key Learning Steps of Discovery, Preparation, and Dialogue in the Persuasion Process

## ***When Conflict Comes Between You and Your Desired Results***

- Describe the Impact of Conflict on Getting Results
- Discuss the Conflict-Management Responses Available
- Define How to Provide Constructive Feedback and Not Add to the Conflict
- Explain How to Select the Appropriate Option for a Situation

## ***Getting Better Results Through Negotiation***

- Explain the Key Preparation and Process Steps of Negotiation
- Define and Apply the Principles of “Soft” Negotiation
- Apply Influence, Persuasion, and Negotiation in Negotiation Activity

## ***Action Plan***

- Identify Learning Points from the Program
- Apply Learning Points to Specific Changes in Persuasion Efforts