

ENGAGE. INQUIRE. EMPOWER. INSPIRE.

INFLUENTIAL CONVERSATIONS

AN ESSENTIAL LEADERSHIP SKILL
FOR THOSE WHO WISH TO BE AGILE, EMPOWERING & INSPIRING



INFLUENCE SOLUTIONS

YOUR **F.I.R.S.T.** LEARNING & DEVELOPMENT PARTNER

**We have conversations all the time.
Master the art of shaping them to ensure
efficient, engaging and empowering outcomes.**

influence-solutions.com

CHANGE YOUR WORLD, BY CHANGING YOUR WORDS

Most successful people are masters in communication. They are able to avoid ineffective conversations, which can be highly frustrating, trigger conflict, a waste of time and extremely costly. Instead they **demonstrate agile conversations that people enjoy and find empowering and inspiring.**

This is **especially important as when disruption is the norm**, leaders are always pushed for time and need to grapple with ever-escalating expectations and complexities.

Influential Conversations builds upon the experiences of thousands of people from across the world to **simplify the process of communication, enhance trust, clarify the intent and magnify the impact.** As a leader, you will learn to achieve more, with much less effort.

This is possible because we spend 70-80% of our time communicating. Out of this, 45% is used in listening, and 30% speaking. Imagine how powerful our impact will be, when we are able to **leverage this time (in listening and speaking) more effectively** to empower, engage and inspire.

This immersive, transformational program reveals conversational processes that **lay a strong foundation for trust.**

In this life-changing experience, you will learn how to prime emotions and the brain to **forge partnerships, win-win collaborations** and achieve powerful results with people.

WHO WILL BENEFIT THE MOST

- 🎤 People who are leading a team – people managers & manager of managers
- 🎤 High potentials being groomed for leadership roles
- 🎤 People in client-facing, sales, marketing and public relation roles.
- 🎤 HR professionals required to coach and counsel
- 🎤 Executives who want to excel in presentations and briefings
- 🎤 People keen to enhance their conversational skills so that they can transform their personal and professional relationships and results
- 🎤 Teams facing conflict and dissension, and those seeking to enhance trust, safety and respect between team members.

Very actionable. The facilitators are passionate, knowledgeable and powerful. Course was well structured, clearly aimed and well delivered. "

Amy Liu
CATERPILLAR, China



10 FANTASTIC REASONS

HOW THIS EXPERIENCE WILL RAISE YOUR GAME

- 🎙️ Understand how you view leadership & how this impacts the conversations you have
- 🎙️ Leverage conversations to demonstrate the 5 roles of a leader in an effective and inspiring manner
- 🎙️ Use conversations to dynamically shift focus between the 3 critical zones - Thought Leadership, People Leadership, and Results Leadership
- 🎙️ Communicate to understand; learn the balance between listening & speaking, and when to use advocacy and when / how to use enquiry
- 🎙️ Leverage simple techniques to enhance your effectiveness as a communicator and get your points across with clarity
- 🎙️ The 3 levels of conversations and learning to actively listen for potential
- 🎙️ Use conversations to build rapport, establish and deepen emotional connection and nurture positive, enduring relationships
- 🎙️ Use powerful coaching-style questions to uncover needs, build a culture of trust, empowerment, engagement and development in your team
- 🎙️ Enhance your conversational agility so that you are able to handle difficult situations with confidence, empathy and finesse.
- 🎙️ Use conversations powerfully, to help others find the clarity they need & the inspiration to act on it

"Brought practical actions to the forefront of our thinking. Enabled many 'ah ha' moments. "

Jennifer Hewit
Director CREDIT SUISSE, Singapore

PROGRAMME AGENDA

ONE TO TWO DAY SESSION

LAYING THE FOUNDATION

- Clarify priorities, set personal expectations and identify desired results
- Experiential Activity: Build rapport and emotional connection rapidly
- Identify 'actual challenging conversations' that can be worked on during the session
- Harness conversations to achieve the right balance between thought-leadership, people-leadership & results-leadership

MAPPING CONVERSATION OUTCOMES

- Master the three levels of conversations
- Balancing advocacy and enquiry to ensure outcome based conversations
- The co-relationship between conversations and the five roles of a leader
- Shifting the focus from problem-talk to solutions-speak

USING CONVERSATIONS TO ENGAGE & EMPOWER

- Using coaching questions to understand the challenges, priorities and desired outcomes
- Shifting the focus from problem-talk to solutions-speak
- Employ solutions-focused coaching questions to provide clarity & generate action plans
- Discuss and co-create solutions that engage the team and inspire action

MAKING IT REAL

- Laser conversations that change the game rapidly
- Use positive words and phrases to create an inclination for action
- Live Application - turning around challenging conversations
- Final discussion, presentation and peer feedback

THE ROAD AHEAD - MOVING BEYOND THE TRANSACTION

- Learning circle
- Setting a new direction - walk out with a personalised action plan that resonates with you

OUR FRAMEWORK HELPS PEOPLE & ORGANISATIONS TO ACHIEVE VISIBLE RESULTS

1. **SUPPORT TO SUSTAIN THE DESIRED TRANSFORMATION.** The best of programmes often fail to achieve sustainable results since the push and pull of daily life overwhelms participants. We help to sustain the transformation by providing long-term, continual support & reinforcement through:
 - a. Pre-work and reflection before the workshop that help people plan their learning.
 - b. Reflection Reminders sent to every participant 4-6 weeks after the workshop.
 - c. Learning Journey Buddy arrangements
 - d. Letters to self
 - e. Follow-up one-to-one coaching, if required.

These inspire people to stay focused on achieving personal and organisational goals.

2. **EMPOWER INDIVIDUALS TO EMBRACE LEARNING.** Our solutions are based on the belief that all human beings are born creative, intuitive and intelligent. We help people to realise that true mastery lies in exploring viewpoints beyond their own, and the continual application of learning.

3. **ALIGNMENT OF PERSONAL AND ORGANISATIONAL GOALS.** People become invested in the success of a program when they understand it is about their personal and professional success.

4. **SHOWCASING VALUE.** People take action only when they fully appreciate the value of doing so. Our programs highlight and demonstrate the practical benefits of the topic.

5. **THEORIES INTO ACTION.** No matter how powerful a theory, it delivers little value unless people are able to convert it into simple, repetitive and visible actions that help them to achieve the desired results.

6. **HIGH APPLICATION TO THEORY RATIO.** Our programmes are highly experiential, with a 30-70 knowledge-application ratio. We employ a blend of training and coaching to ensure every participant gains:

- a. CLARITY - In understanding and applying the key concepts
- b. CONFIDENCE - In implementing these concepts and ideas
- c. COMMITMENT TO ACT - Leaving with a clear, personally chosen action plan

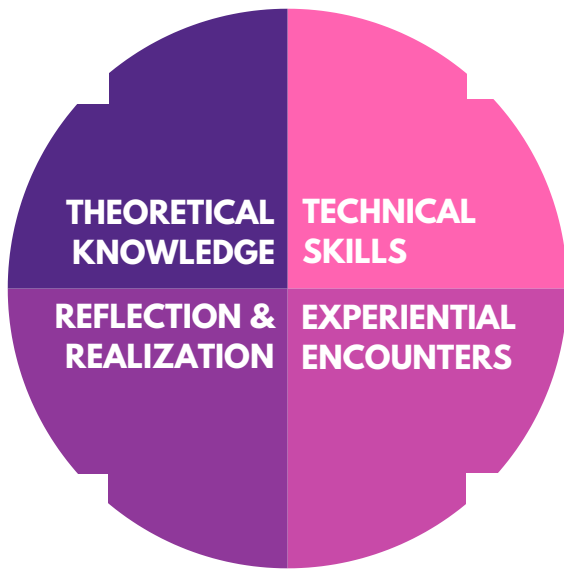
This ensures participants leave every workshop with a simple and well-defined action plan, which they can use naturally and effortlessly.

7. **RESEARCH BASED** - The Influential Conversations programme is based on Influence Solution's proprietary F.I.R.S.T. framework which highlights 70 behaviours that enable people to be Future-Ready, Innovative, Relevant, Strategic, Trusted. For more details, visit <https://influence-solutions.com/first360/>. It also distills validated concepts such as Conversational Intelligence by Judith Glaser, the GROW model of coaching and research from the book Win People Over authored by Karen Leong.

8. **FLEXIBLE FORMATS.** To ensure optimal learning and the least work-disruptive experience, our programmes can be delivered in a variety of formats - from 2-day masterclasses, to one or half-day workshops, 60-minute keynotes, or a customised blend of face-to-face and online learning.

OUR ACTION-BASED LEARNING METHODOLOGY

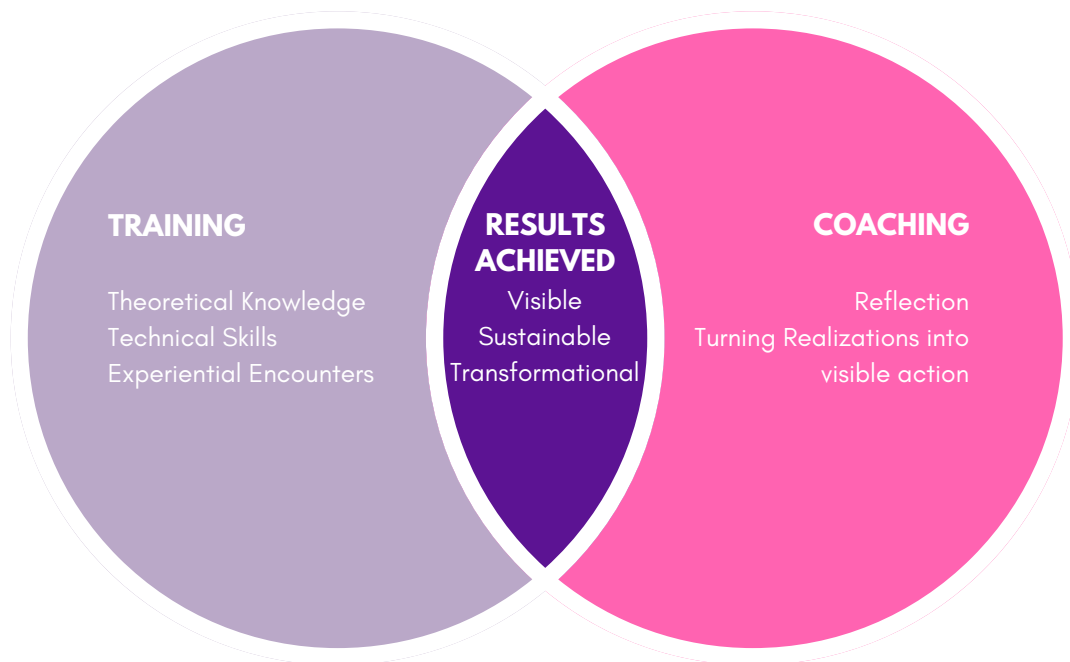
The foundation of all our programmes is a unique Action-based Learning Methodology designed to produce lasting, personal, relevant, and actionable realisations.



The Action-based Learning Methodology has four distinct modes of knowledge production: theoretical knowledge, technical skills, experiential encounters, and reflection and realisation.

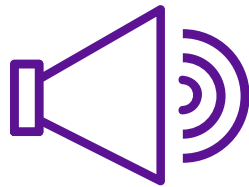
The use of these multiple methods to engage and challenge participants generates the buy-in, commitment, and connection needed to ensure sustainable transformation, and thus, the increase in profitability and productivity.

OUR ACTION-BASED LEARNING METHODOLOGY



Our unique action-based methodology enables participants, not just to expand their horizons by seeing other concepts, but also to identify Simple-Repetitive-Visible actions, which they can use to implement the concepts, at work and in their personal lives.

ENSURING WINNING OUTCOMES FOR ALL



IDEAS ARE ONLY AS POWERFUL AS THE
MANNER IN WHICH THEY ARE COMMUNICATED

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***F**uture-ready ***I**nnovative ***R**elevant ***S**trategic ***T**rusted

FOR MORE INFORMATION, GO TO

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FUNCTION BEYOND THE TRANSACTION

PROGRAMME AGENDA

HALF-DAY SESSION

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PEOPLE JUDGE US BASED ON THE WAY WE COMMUNICATE

No matter who we are, what we do, or what level we do it at, the fact is that we are having conversations all the time. And every single person we meet, personally or professionally, judges us based on the way we communicate. This is because way we communicate reveals our thoughts, feelings and ideas.

Every word that comes out of our mouths, even our silence, demonstrates our intentions clearly, and has profound ripple effects - for better or for worse.

Every time we speak, we make the listener feel good, bad or have no impact on them. How much we talk and how much we listen, will make the people we are communicating with feel judged, wanting, heard, understood and / or respected.

Most of us have good intentions and when we communicate, we seek to leave a clear, positive and memorable impact and build robust relationships. However, the fact remains that in high pressure situations and when the stakes are high, most of us lapse back to our default styles, which may be less than optimal, and in some cases, even counter-intuitive. That is why, despite the best of intentions, we may end up triggering unintended and unfortunate results; such as, relationship disconnects, misunderstandings and a breakdown of trust.

This immersive and highly experiential session will help you change your world by changing your words.

WHO WILL BENEFIT THE MOST

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