

Summary:

Relationship management and influencing are foundation skills for effective business partnering. IT Business Partners and IT professionals need to forge positive, productive relationships within the function and with business customers. Their ability to influence senior managers and teams, using a range of skills and techniques, will directly support their ability to build credibility, add value and make a difference.

This workshop develops the essential relationship management and influencing skills, knowledge and attitude required by IT Business Partners and professionals, who have relationship management responsibilities in their role.

The standard workshop is available as a one-day, in-house workshop. We also can provide a two-day, more in-depth workshop, which includes stakeholder reviews, a case study, skill practice and feedback.

This Workshop Will Enable You To:

- Assess yourself against a bespoke relationship management and influencing profile
- the knowledge, skills and attitude required
- Explore the important relationships in your role and techniques for building rapport
- Identify the key personality drivers of colleagues and clients and how to adapt your style
- Understand the political map of your organisation and client group
- Identify strategies to effectively influence key stakeholders
- Explore key influential partnering techniques including negotiation and selling a solution
- Discuss personal influencing challenges and explore techniques for dealing with resistance and saying 'no' productively
- Review personal impact with key stakeholders
- Create a personal action and development plan

Contents Will Include:

- A self-assessment tool to produce a relationship management and influencing personal profile
- Evaluation of current relationships and techniques for building rapport and strong relationships
- Personality drivers – your own and others
- Political mapping and stakeholder management
- Negotiation and contracting, agreeing expectations
- Advocacy – how to sell a solution
- Influencing challenges – typical scenarios and personal challenges
- Image audit – “How am I seen by others?” - Action and development planning

Workshop Details:

This workshop is run in-house for clients and can either be 'off-the-shelf' or designed as a bespoke workshop. The 'off-the-shelf' version is a one-day workshop though a two-day more in-depth version can be delivered.

For an informal discussion, please call Shirley Dalziel on +44(0)7440 737739 or email Karen.Morrison@develop-global.com