

## *Influencing Skills for the APS*

### One day workshop

In today's competitive workplace the ability to communicate clearly and persuasively provides our greatest opportunity for success, but it is also one of our biggest challenges. To master the art of persuasion you must be able to build rapport, think on your feet and communicate well even when under pressure.

*"A number of years ago, I knew of a very competent senior policy officer who in hindsight was clearly 'ahead of his time'. He blamed others for not being open to his ideas. He felt frustrated and thought that he was not being listened to, so he finally left the Department. However, his problem was not his listeners but his communication skills. He failed to 'get his message across' or influence his colleagues because he did not communicate his ideas clearly or persuasively. "*

Sue Willis, Course facilitator

No doubt the story above has been told many times. What a loss to not only the officer involved but also to the Department and to Government as a whole. Can you relate to this story? Have you ever come away from a conversation, a meeting or even an interview knowing that you haven't made your point or argument effectively? If your answer is "yes" then you cannot afford to miss this workshop.

### **OVERVIEW**

*Influencing Skills for the APS* is a one day workshop that provides you with the tools and techniques to become an influential, confident and persuasive communicator! We show you how to build rapport and to develop structures that you can use to get a clear message across in any situation. You will develop skills to think quickly and express your thoughts with clarity. Learn how to control anxiety and respond to questions with fluent conviction.

This practical workshop is enjoyable and will help you to develop the life skills necessary to take opportunities when they present themselves and make your point successfully.

### **Harness the art of persuasion and influencing in these situations:**

- Speaking on the telephone,
- Presenting progress reports,
- Putting across an idea at a Section or Divisional meeting,
- Answering questions at interviews,
- Corridor stops and unanticipated meetings.

## Participants will learn:

- How does communication happen?
- The benefits of oral communication over the written word.
- Why we have such a hard time communicating in the workplace?
- What are the barriers? How do we overcome them?
- Why and how people listen?
- Profile your audience.
- Small talk, building rapport.
- Mind maps for memory joggers.
- Thinking-on-your feet structures to win your listeners.
- Building your structure.
- Ways to package 'the power of persuasion'.
- Language – concise and clear including speaking across cultures.
- Handling the question/answer session.
- Submissive-assertive-aggressive. Getting your needs met 'assertively'.
- Techniques for dealing with hostility. Staying professional.

## Presenter

Sue Willis has over 12 years experience developing and delivering training in a variety of communication skills topics. For the past 12 years, Sue has delivered public speaking and communication skills training for athletes at the Australian Institute of Sport. Sue also worked within the Australian Public Service (APS) for 20 years, including seven years in the Human Resource Development area of the former Department of Industry, Science and Technology. Sue has conducted "Presentation Skills" training for many organisations including the Department of Foreign Affairs and Trade (both nationally and internationally), the Office of National Assessments, the Treasury, Geoscience Australia, the Attorney-General's Department, the Ombudsman and the Australian Customs Service.

Sue has studied Adult Education at the University of Canberra and has a Certificate IV in Workplace Training and Assessment. The combination of Sue's training expertise and her involvement in the APS gives her a unique understanding of the standard and demands placed upon employees to communicate clearly and with influence within the APS system.

## SCHEDULE

9:00am	<b>WELCOME</b> <b>Introductions</b> <b>Your objectives for the day</b>
9.15am	<b>How does communication happen?</b> <ul style="list-style-type: none"> <li>- The three components of communication Non verbal, tone of voice and words.</li> <li>- What are the barriers? How do we overcome them?</li> <li>- Achieving a positive outcome from your communication Validity of content, clear structure and good process.</li> </ul> <b>Written versus oral</b> <ul style="list-style-type: none"> <li>- Outlining the benefits of oral communication over the written word</li> </ul>
10:00am	<b>Why we have such a hard time communicating in the workplace?</b> In this module participants discuss the concept of style. In particular participants will learn to differentiate individual styles of communication and learn how to adjust their own style to suit the situation.
10:30am	<i>Morning Break (20 Minutes)</i>
10:50am	<b>Why and how people listen</b> <ul style="list-style-type: none"> <li>- What makes people want to listen to you?</li> <li>- What impact has technology had on communication and what are the new challenges?</li> </ul> <b>Profiling your audience</b> <ul style="list-style-type: none"> <li>- If you want to achieve your purpose it is important to understand your audience.</li> </ul> <b>Small talk – building rapport</b> Research suggests that building rapport is an extremely important component of being persuasive. <ul style="list-style-type: none"> <li>- How do we make connections and build rapport?</li> <li>- A rapport check list.</li> </ul> <b>Training Video</b> <ul style="list-style-type: none"> <li>- This video introduces the first of a range of communication structures.</li> </ul>
12:40pm	<i>Lunch (45 minutes)</i>
1:25pm	<b>Making your message persuasive</b> <ul style="list-style-type: none"> <li>- Participants will learn how to build a persuasive message.</li> </ul>
2:10pm	<b>Memory tricks</b> Participants learn how to visualise and remember their message whilst remaining an attentive listener. <b>Principles of structure</b> In this module participants look at the principles underpinning a number of structures.

	<ul style="list-style-type: none"> <li>- Meetings</li> <li>- Speeches</li> <li>- Presentations</li> <li>- Telephone conversation and many more.</li> </ul> <p>Participants also look at how different structures of communication are suited to particular situations. Participants get the opportunity to choose and to practise structures that would best suit their situation.</p>
<b>3:00pm</b>	<i>Afternoon Break (15 Minutes)</i>
<b>3:15pm</b>	<p><b>Language</b></p> <p>This session will emphasise the use of clear and concise language, especially when explaining a complex idea. Participants also learn tactics for speaking across cultures.</p>
<b>3:45pm</b>	<p><b>How to handle questions and answers</b></p> <p><b>Dealing with hostility</b></p> <p><b>Submissive-Assertive-Aggressive – Staying professional</b></p>
<b>4:15pm</b>	<p><b>Sum-up of the day</b></p> <p><b>Revisit objectives</b></p> <p>To master all of the techniques introduced during the workshop participants will be encouraged to practise their newly-acquired skills.</p>
<b>4:30pm</b>	<i>Finish</i>

## TESTIMONIALS

“This was an extremely valuable workshop.”

“Sue is fun, professional, helpful & friendly.”

“She knows her subject.”

“Sue gave me lots of useful techniques. I would highly recommend this workshop to others.”

“Warm, friendly trainer”

“A solid presenter”

“An excellent course – very worthwhile.”

## Enrolment Form - Influencing Skills for the APS

Send this form to Acorn: Fax (02) 6217 7001 or e-mail to  
courses@acorntraining.com.au  
ABN 34073999185

**Venue:** Acorn Training Centre: 74 Townshend St Phillip  
**Course date:**  
**Time:** 9.00 a.m. to 4.45 p.m.

Person 1 \_\_\_\_\_ e-mail \_\_\_\_\_ date \_\_\_\_\_  
Person 2 \_\_\_\_\_ e-mail \_\_\_\_\_ date \_\_\_\_\_  
Person 3 \_\_\_\_\_ e-mail \_\_\_\_\_ date \_\_\_\_\_  
Person 4 \_\_\_\_\_ e-mail \_\_\_\_\_ date \_\_\_\_\_  
Person 5 \_\_\_\_\_ e-mail \_\_\_\_\_ date \_\_\_\_\_  
Person 6 \_\_\_\_\_ e-mail \_\_\_\_\_ date \_\_\_\_\_

Organisation \_\_\_\_\_ Branch/Division \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_

Phone No \_\_\_\_\_ Fax No \_\_\_\_\_

### **Payment Details**

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Total price \$545 x \_\_\_\_\_ attendees = \$ \_\_\_\_\_ \$495 early bird price (early bird applies up to three weeks before the date of the workshop).

#### **1. Credit Card** (Amex, Diners, Visa, MasterCard)

Name \_\_\_\_\_ Card No \_\_\_\_\_  
Expiry date \_\_\_\_\_

#### **2. Invoice**

Signed off by \_\_\_\_\_ Name \_\_\_\_\_

Email invoice to: \_\_\_\_\_

Terms: Payment is due on or before the day of the course. Cancellation is accepted more than seven days prior to the course date otherwise another person may be substituted. You have purchased a place on the date shown above; changing your booking to a later day incurs an administrative fee. We suggest you send a substitute if you can't come at the last minute.