
TOPFL805A

Principled Influencing & Negotiating

Module 5 of the ToP Facilitative Leadership Program

Meaningful connections with others and effective and constructive communication are fundamental to influencing others and negotiating agreements which endure and which strengthen relationships.

LEARNING OUTCOMES

At the end of this Module, each participant will have the knowledge to:

- deal effectively with diverse situations using effective communication methods and understanding of underlying human dynamics
- influence others with integrity
- bridge differences, build cooperative relationships, and develop agreement and commitment
- undertake effective and principled negotiation

At the end of this Module, each participant will be able to apply skills for:

- listening and understanding
- establishing and strengthening connection with others
- responding to difficult behaviour
- bridging differences, generating agreement and gaining commitment

Interactive delivery is by facilitators who have demonstrated skills in training and learning support, and sound experience in the practices of influencing and negotiating.

LEARNING EXPERIENCE

The learning experience includes:

- demonstration and unpacking of skills and techniques
- individual and team/group practice and reflection
- giving and receiving feedback

Experiential and adult learning principles support the learning and application of tools and techniques by grounding these in actual work projects of participants. This format builds competence and confidence in the continued use of principles and methods, and deepens understanding of the profound role of facilitation in leading change.

At the end of the training each participant will have a certificate of attendance, a comprehensive set of course notes, and proposals for application and practice of their learnings in real-life situations.

WHAT IT COVERS

Being Ourselves: Authenticity and Choice

- ▲ An ecology of difference
- ▲ Making up our minds
- ▲ Human process and change
- ▲ Intention, choice and responsibility

Connection: Influencing with Integrity

- ▲ Effective and constructive communication
- ▲ Authenticity, acceptance and empathy
- ▲ Being open to influence / Influencing others
- ▲ Creating and strengthening connection
- ▲ Rapport, empathy, perceptual positioning

Understanding: Communicating with Skill

- ▲ Tuning in for understanding
- ▲ Deep listening
- ▲ Testing for clarity
- ▲ Reframing
- ▲ Respectful disagreement
- ▲ Assertive communication

Transformation: Shifting to Empowerment

- ▲ Escaping the drama triangle
- ▲ Transforming conflict
- ▲ Dealing with the difficult
- ▲ Principled negotiation

Resolution: Building Agreement & Respect

- ▲ Making agreement easy, dovetailing interests, bridging gaps
- ▲ Alternative agreements
- ▲ Ingredients of final agreements
- ▲ Closing with commitment

Participants are invited to bring with them a case study process (current, forthcoming or past) of which they have detailed knowledge. They may be/have been a leader, a participant or an observer in the selected process. The case study can be examined in the light of material presented e.g. What difference would this make to how I approach(ed) the process?

WHAT PARTICIPANTS SAY

About the content and resources:

- ▲ The benefit/value is indescribable. This will result in positive changes personally & professionally.
- ▲ Thanks very much, challenging and thought-provoking, great skills to apply in all aspects of life
- ▲ Admirable to put forward an 'ethical' model of negotiating and influencing – thanks
- ▲ Refreshing, excellently summarising and extending models, skills, practices
- ▲ Made me pause/reflect on past and present practice – opened up new ways of approaching situations
- ▲ Excellent process for me to deconstruct and examine my own processes
- ▲ Brings the unconscious to conscious level so we can make choices
- ▲ Very high benefit – applicable to role and life, great tools, great food for thought
- ▲ Had a day-to-day application style, therefore will be used and is v. helpful
- ▲ To be re-read and reflected upon multiple times over the years – a treasure of condensed resources and links
- ▲ Has given clarity to things I had a vague understanding of previously. This will give me the ability to communicate those ideas more effectively.
- ▲ Resource kit is well presented and very comprehensive
- ▲ Excellent resources, great toys, obviously well researched and skilfully assembled

About the leaders:

- ▲ Very approachable, motivating and interactive approach
- ▲ Very knowledgeable and enthusiastic
- ▲ Good presenters; well structured material clearly explained – they walked the talk
- ▲ Very pleasant and engaging style. Made learning enjoyable
- ▲ Easy going, informed and approachable
- ▲ Excellent – grounded, trustworthy, flexible, respectful, humorous
- ▲ Highly professional – can see the facilitation experience
- ▲ Knowledgeable/fluent/attentive to comments
- ▲ Intelligent, professional - made experience very enjoyable
- ▲ Good mix of energy and humour!
- ▲ Authentic, sensitive, with humour and dedication.
- ▲ Terrific. Very open to feedback – RARE!
- ▲ Excellent preparation, very professional, and flexible
- ▲ Very entertaining and engaging
- ▲ Fabulous – engaging – knowledgeable
- ▲ Very precise and enthusiastic – great job
- ▲ Great fun, lateral thinking made it v. enjoyable

PROFESSIONAL PATHWAYS

This is Module 5 of the **ToP Facilitative Leadership Program**, offered internationally by the **ToP Global Institute for Facilitative Leadership** (a Registered Training Organisation - National Provider 52360). See ToP-GIFL.com

Completion of all seven face-to-face Modules of the ToP Facilitative Leadership Program is a requirement for being assessed as a **Certified ToP Facilitator**.

This Module is one of eight accredited units of competency which form part of an Australian qualification offered internationally by the ToP Global Institute for Facilitative Leadership:

52326 Vocational Graduate Diploma of Facilitative Leadership

This Module may also be recognised as forming part of another qualification, by arrangement with an academic institution or another Registered Training Organisation.

A qualification can be awarded after all required units of competency are completed and a Statement of Attainment is issued. To receive a Statement of Attainment, a participant needs to complete the **Assessment** for each Module or unit. A fee is payable for undertaking Assessment.

CUSTOMISED OPTIONS

This Module can be tailored to client needs.

The **core** of the package includes:

- Two days of face-to-face interactive delivery (can be split into two one-day sessions for in-house delivery)
- Pre-consultation for in-house sessions to tailor content and resources to the needs of participants
- A comprehensive participant manual

Potential **expansions** include:

- An additional day focused on grounding learning through case study analysis, scenarios and role plays
- An additional day focused on cross-cultural communication and application e.g. Australian Indigenous or Māori culture
- A follow-up advanced session of one to two days after 3 to 6 months to deepen learning and reinforce application
- Post-session coaching and mentoring to enhance application of learning

CONTACT

ToP-GIFL.com

