



THE INFLUENCE BUSINESS

Raise your level of influence

CHALLENGING CONVERSATIONS (SEMINAR)

Overview

This **programme** for **an unlimited number of senior members of your team**, lasts for up to an hour and a half. It is fast moving, entertaining and informative and an excellent option for retreats and conferences where it is a winner for that after-lunch 'graveyard slot' or following a run of heavy technical sessions.

We will agree three or four realistic scenarios which may lead to a difficult conversation with a client and these will be used to bring realism and relevance to the programme.

The medium for this programme is forum theatre. The two parties to the conversation will be played by The Influence Business actor/associates although the content and the words will come predominantly from the audience. The conversation is stopped by either the actor/associate who needs help or by a member of the audience who wishes to help or redirect the flow of the conversation.

Preserving the relationship with clients in difficult circumstances is of key importance and this programme addresses not only the skills and behaviours most commonly associated with success but also shows you how you can approach it with a greater degree of comfort and success. At the end of the programme, you will have experienced these conversations in an extremely realistic setting without any commercial risk.

Aim

To help senior members of your team develop their skills and confidence to approach difficult client conversations with more confidence and achieve a more satisfactory outcome for both parties.

Outcomes

At the end of this programme you will appreciate:

- The importance of understanding before you offer any solution
- How to ask questions that get under the skin of the matter
- The importance of listening very carefully
- How to match your tone with that of the other person
- The importance of natural body language
- Why an apology is very powerful
- How to get the other person talking
- How to appear relaxed and natural whatever the circumstances



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Methodology

Both parties in the conversation are played by actor/facilitators. The audience contributes with specific wording and behaviours which the actor/facilitators play out. The flow of the conversation is interrupted by any party wishing to bring about a change in direction.

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