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The ART OF INFLUENCE: An Essential Skill



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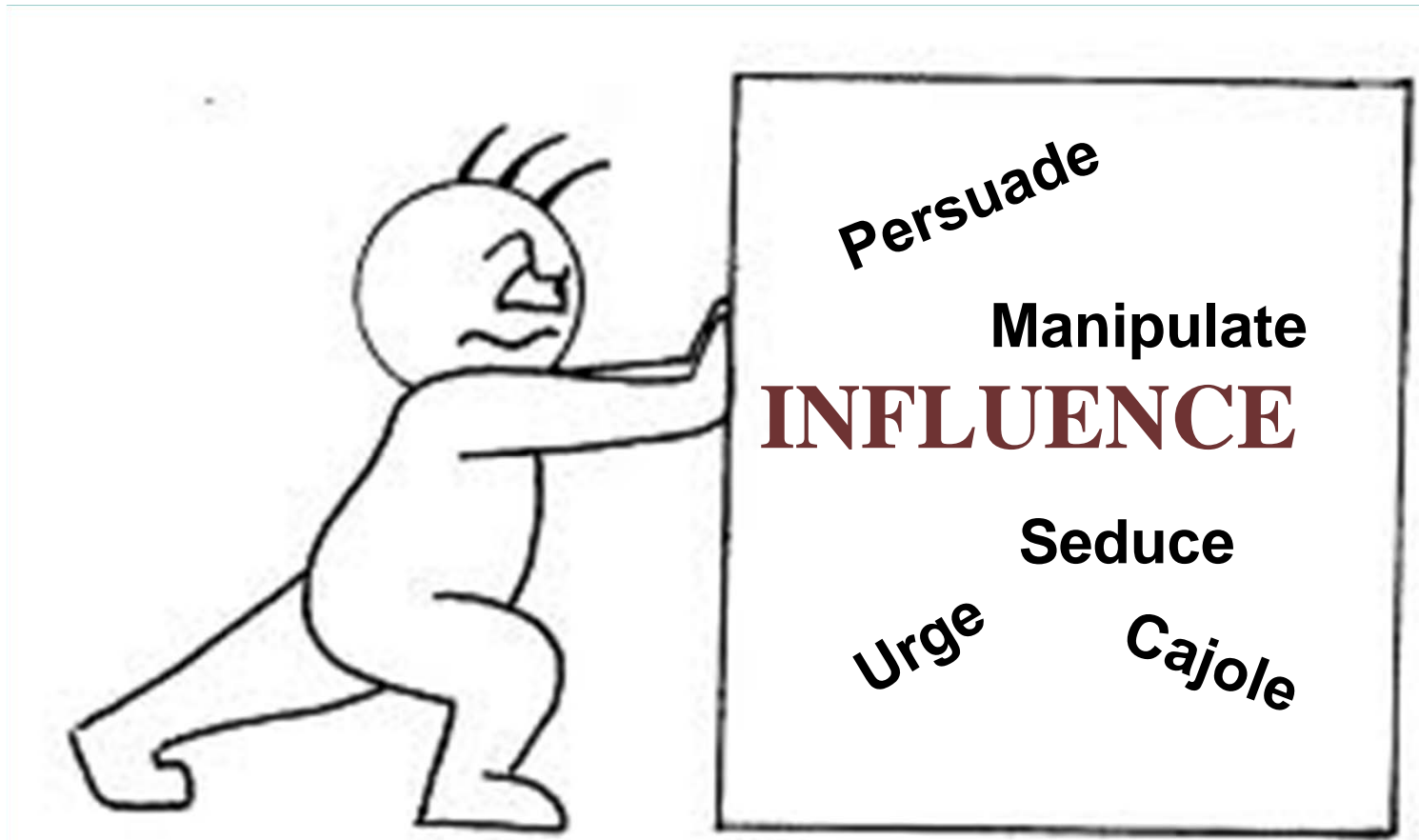
Frank Van Gool – www.intersol.ca



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The ART OF INFLUENCE: An Essential Skill



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Table Assignment #1: Character

Think of an individual that you know/work with that is a very effective influencer.

1. Discuss at your table:

“What is the defining characteristic that makes this person so great at influencing others?”

2. Be prepared to share your table’s response(s)

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The 4 C's of Trust and Relationships



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The 4 C's of Trust and Relationships

1.CARE





The 4 C's of Trust and Relationships

1.CARE

2.COMPETENCE



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The 4 C's of Trust and Relationships

1.CARE

2.COMPETENCE

3.CONGRUENCE

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The 4 C's of Trust and Relationships

1.CARE

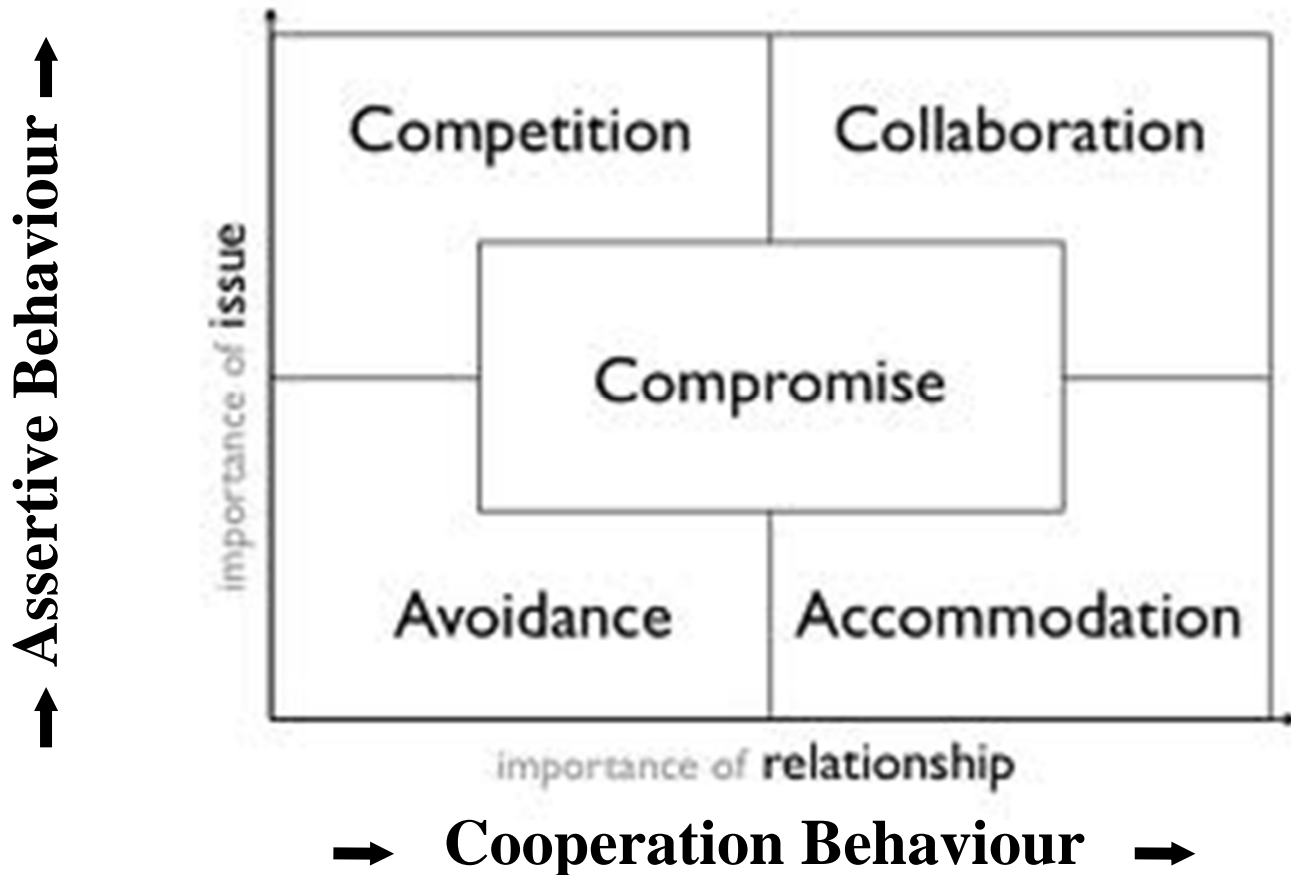
2.COMPETENCE

3.CONGRUENCE

4.CONSTANCY

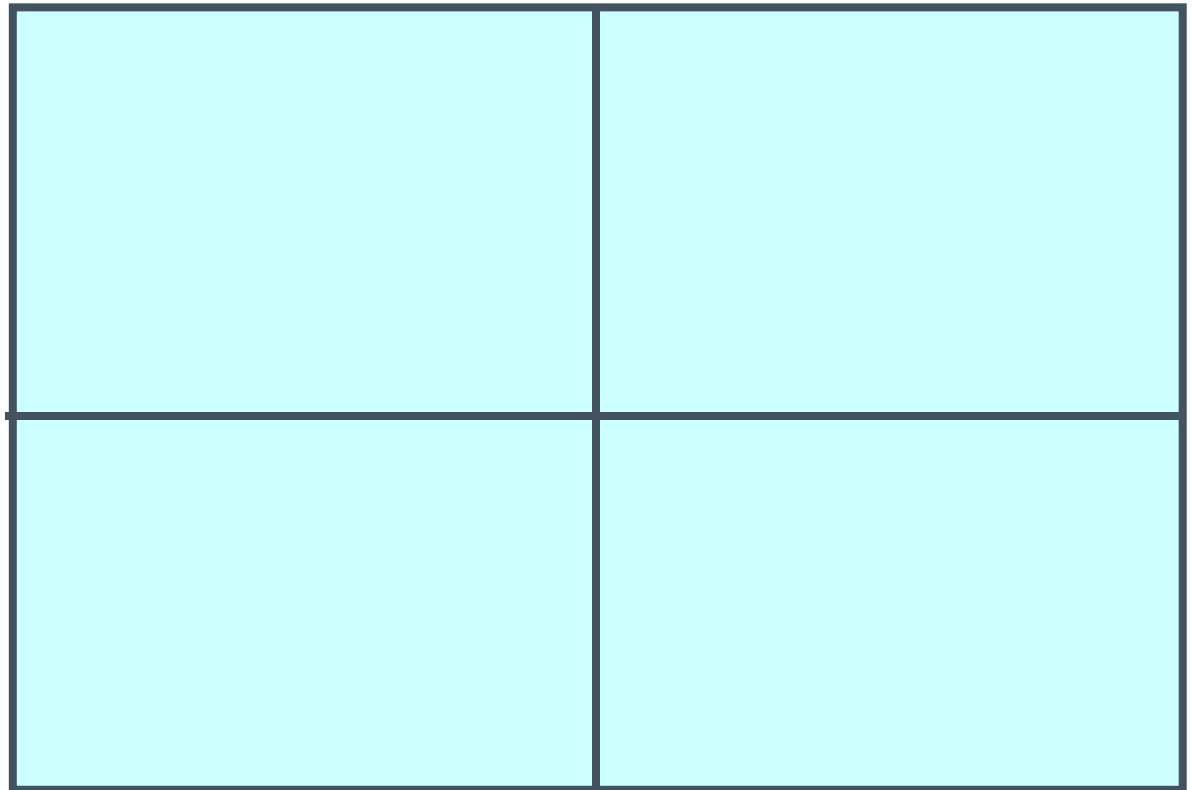
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How do you tend to deal with conflict?



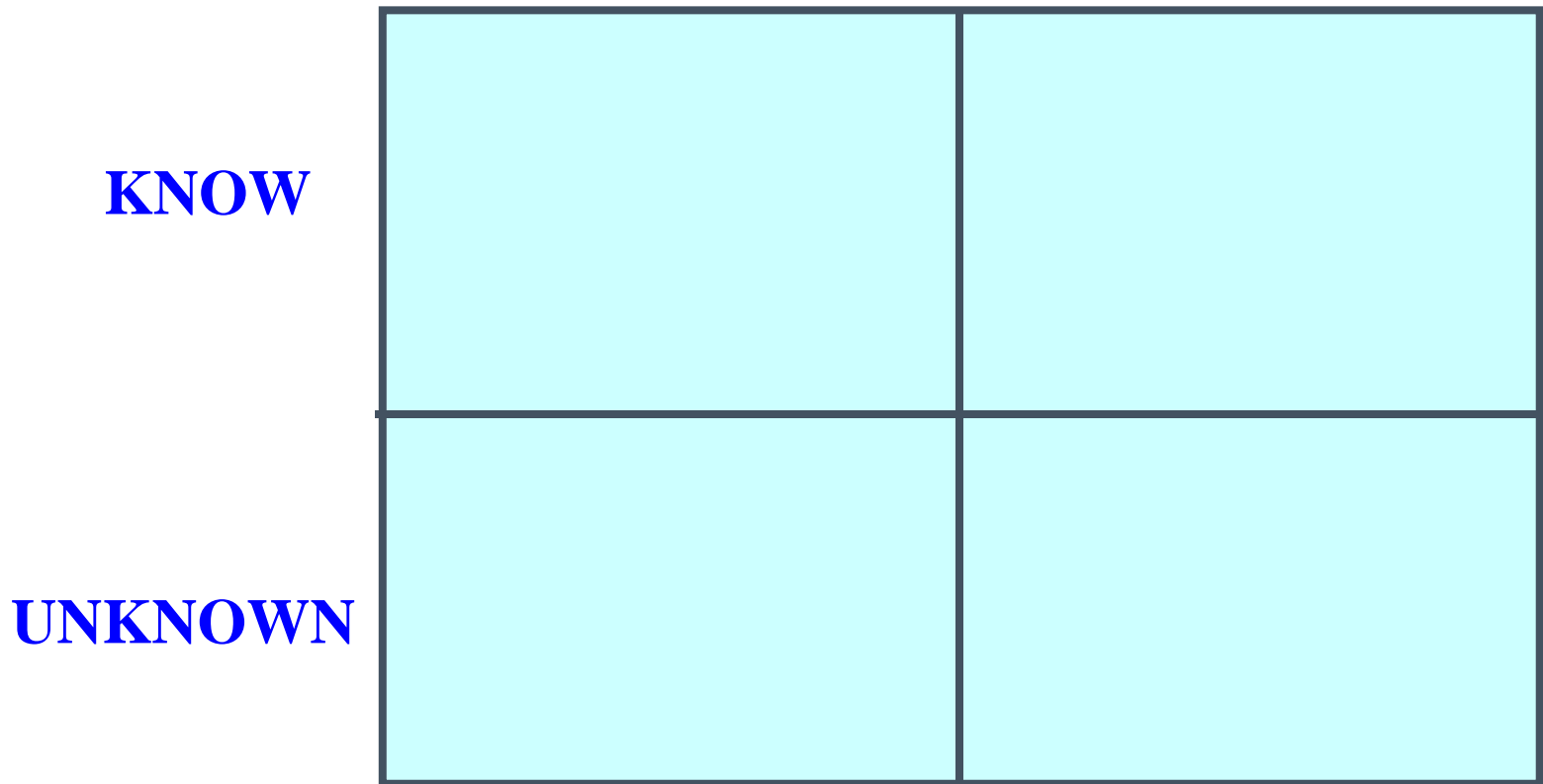
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Building Trust and Rapport – Johari Window



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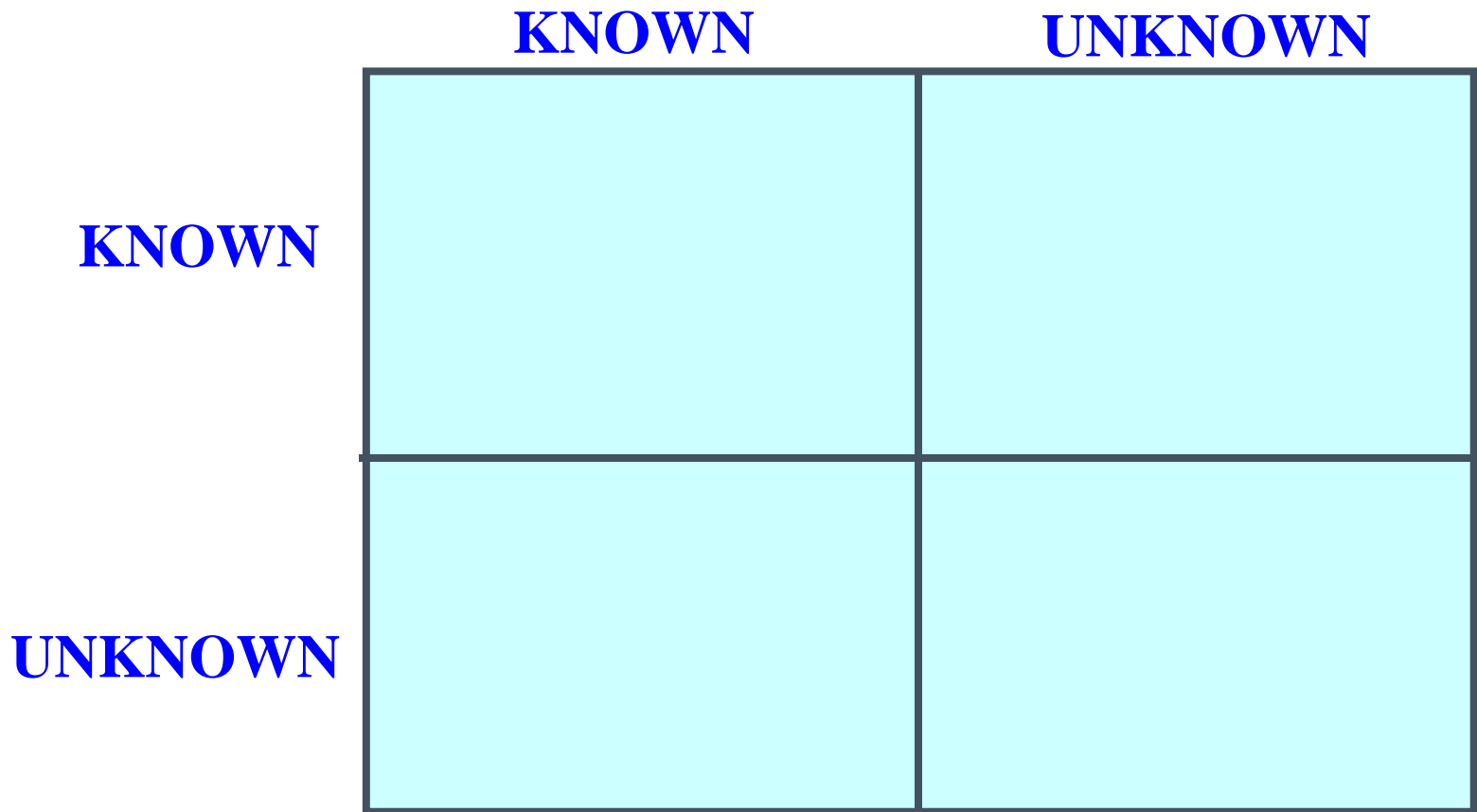
Building Trust and Rapport – Johari Window



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Building Trust and Rapport – Johari Window



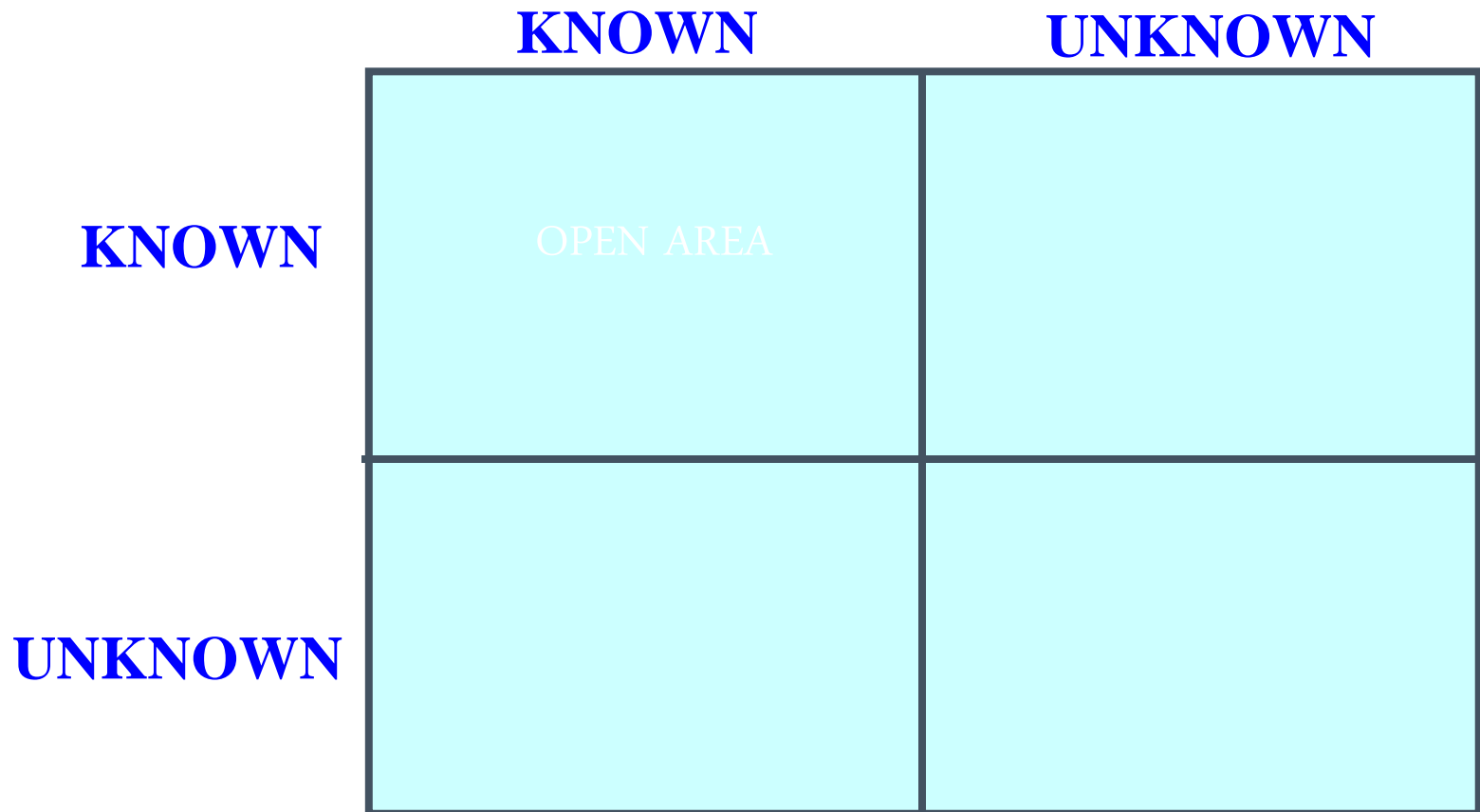
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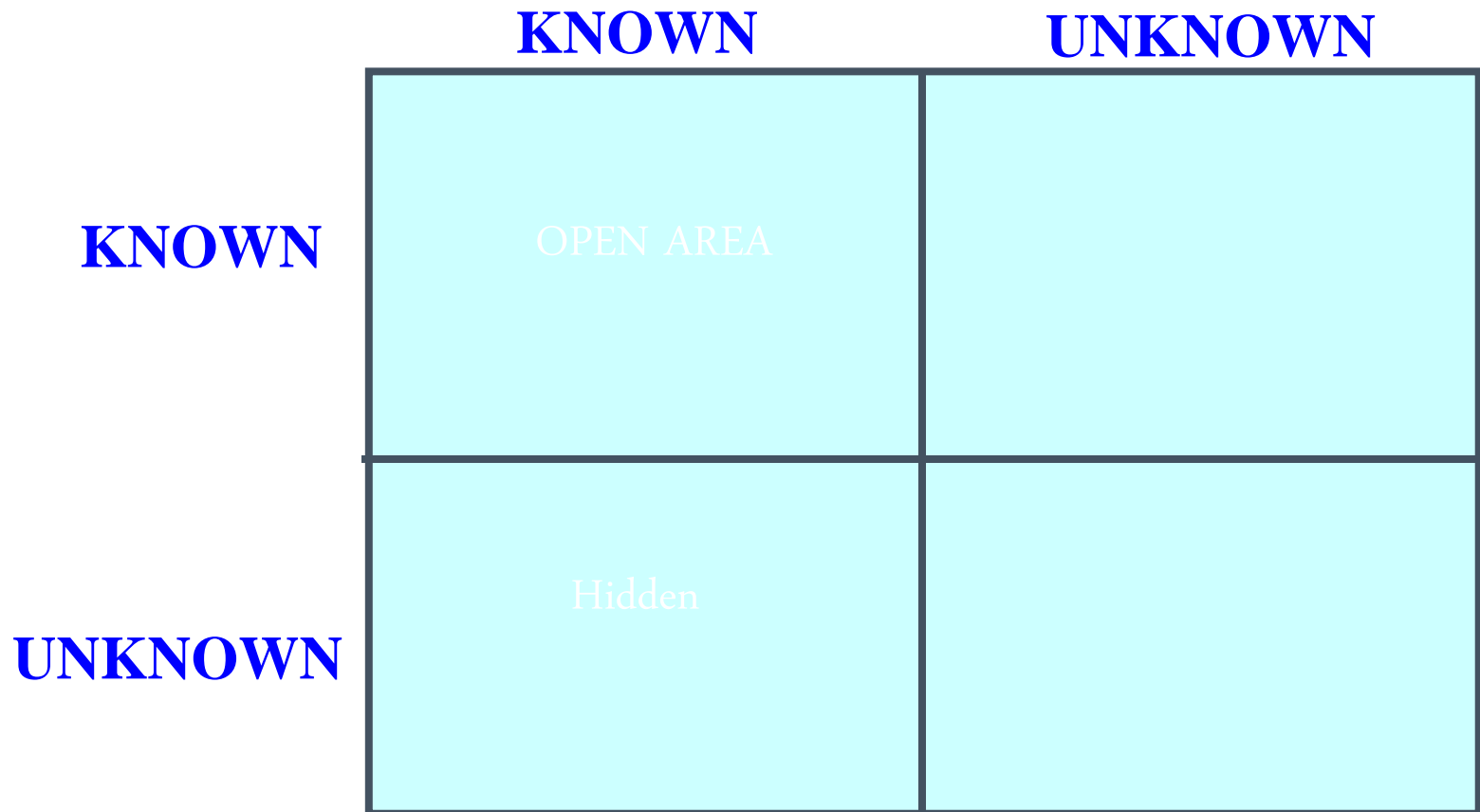
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Building Trust and Rapport – Johari Window



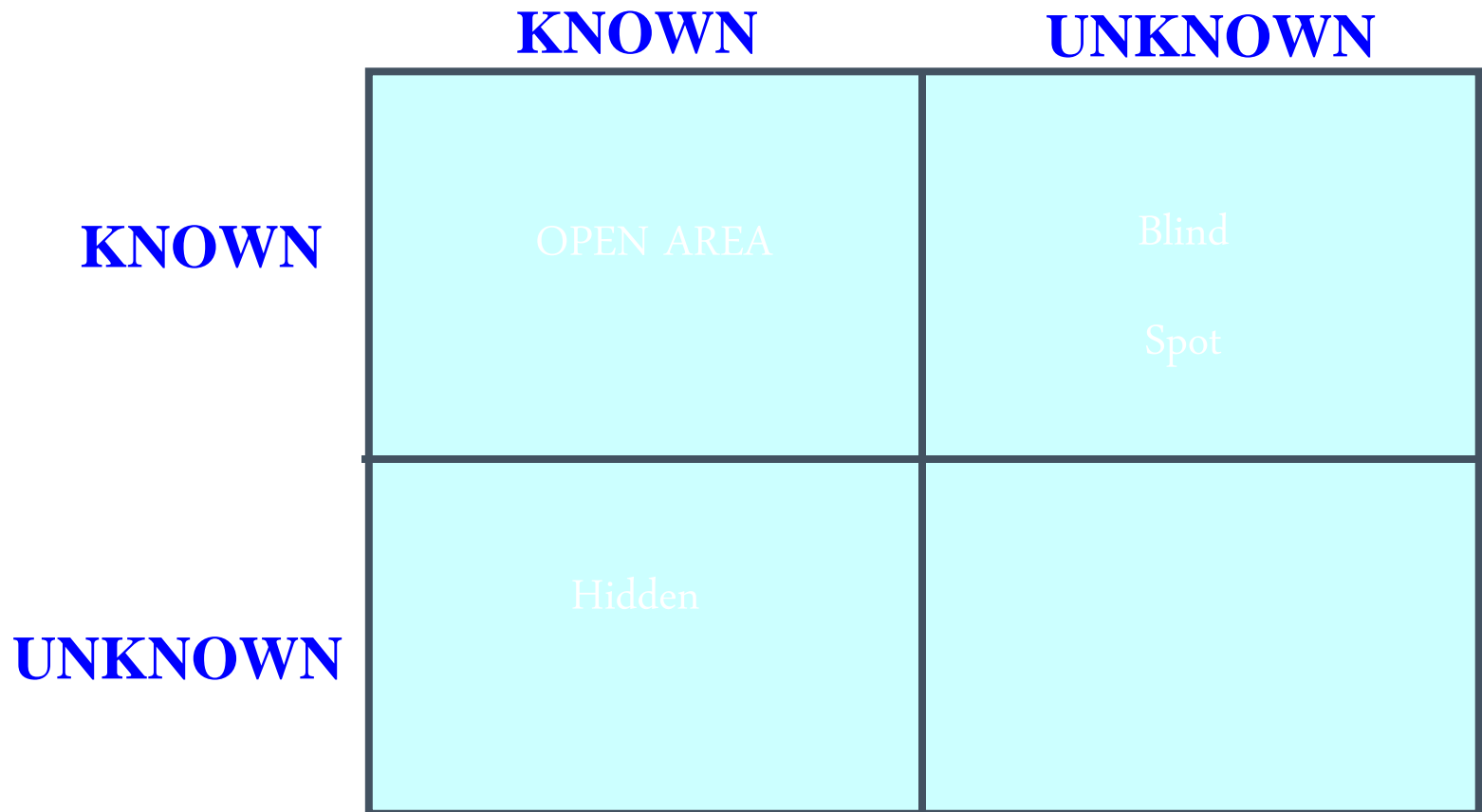
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Building Trust and Rapport – Johari Window



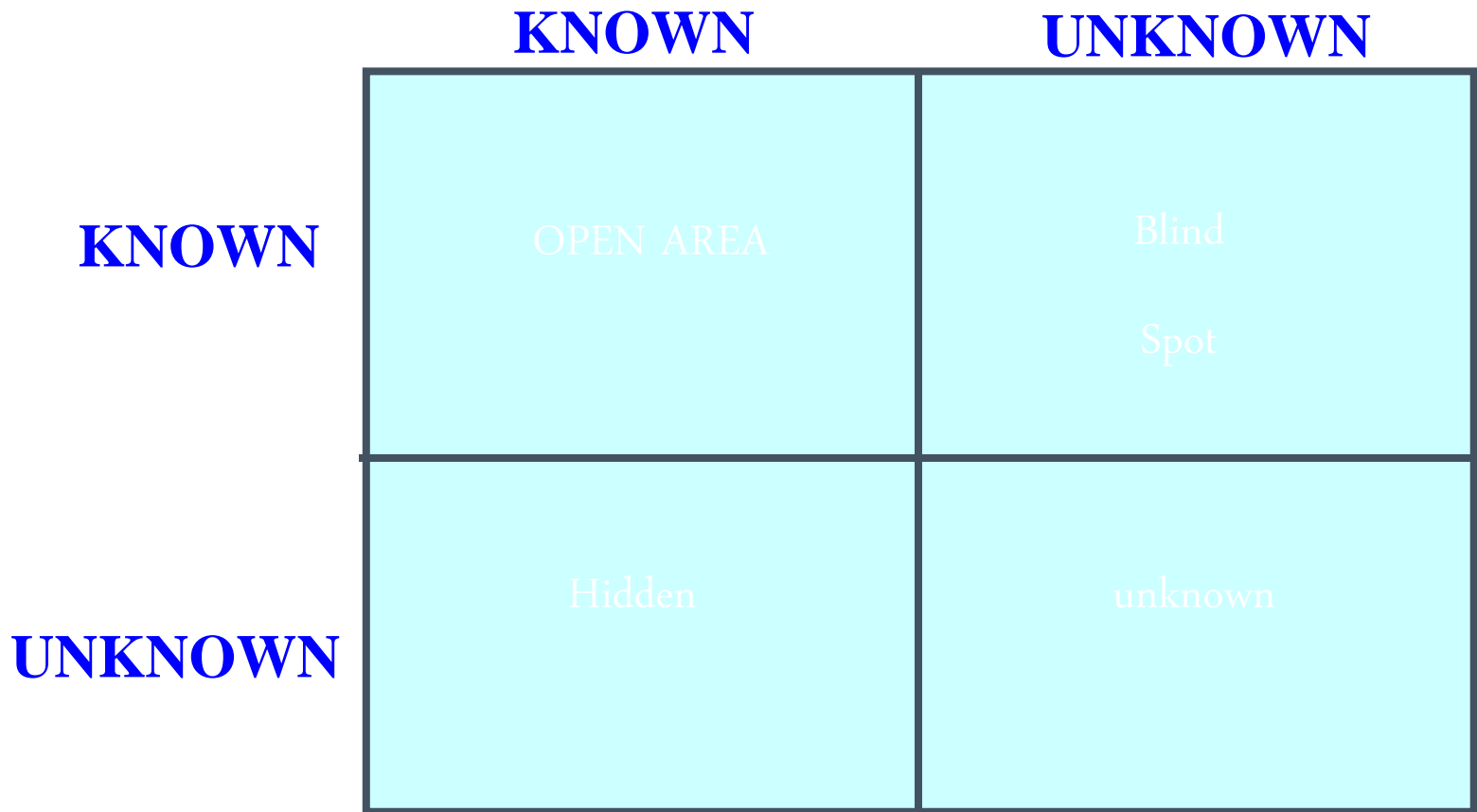
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Building Trust and Rapport – Johari Window



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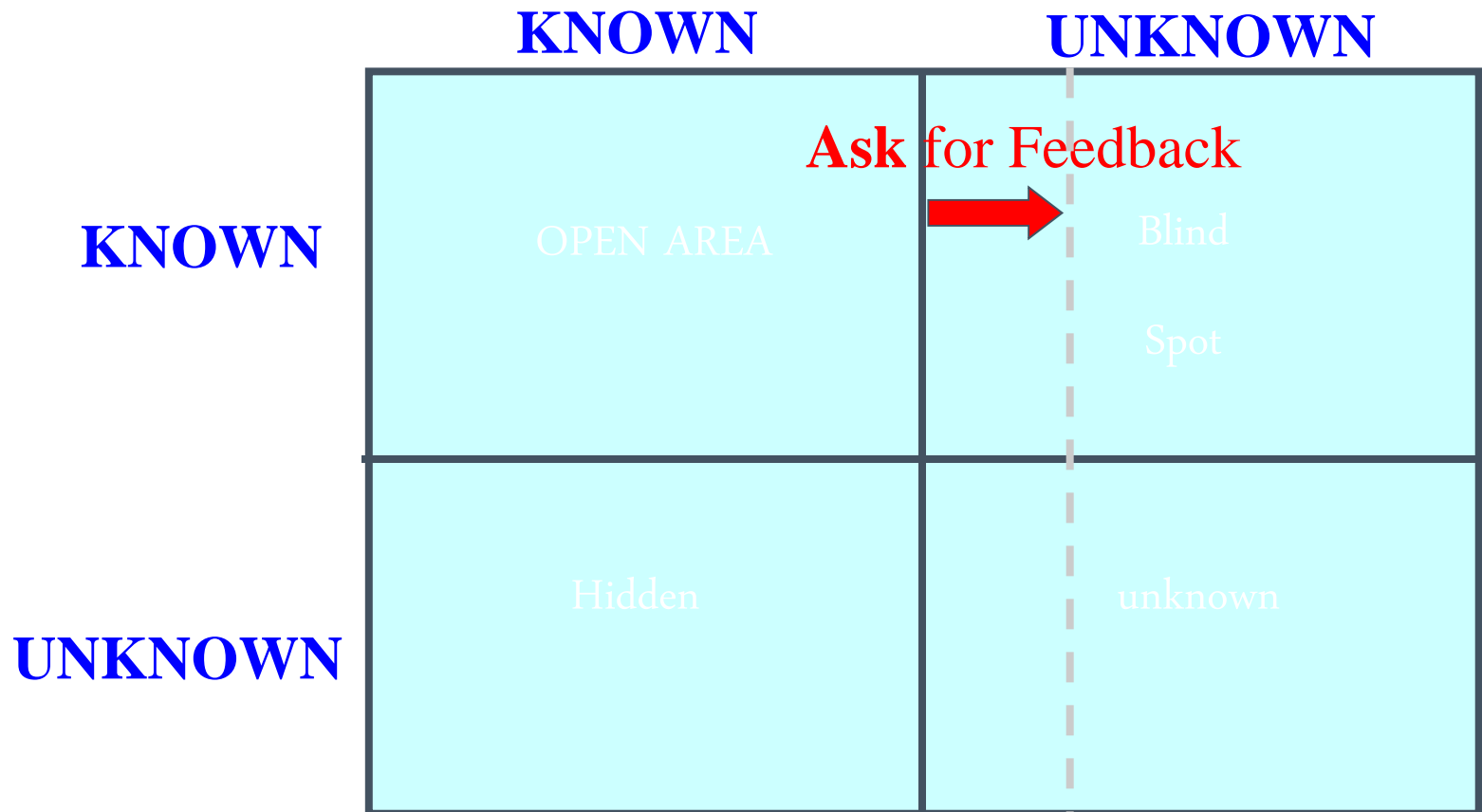
Building Trust and Rapport – Johari Window



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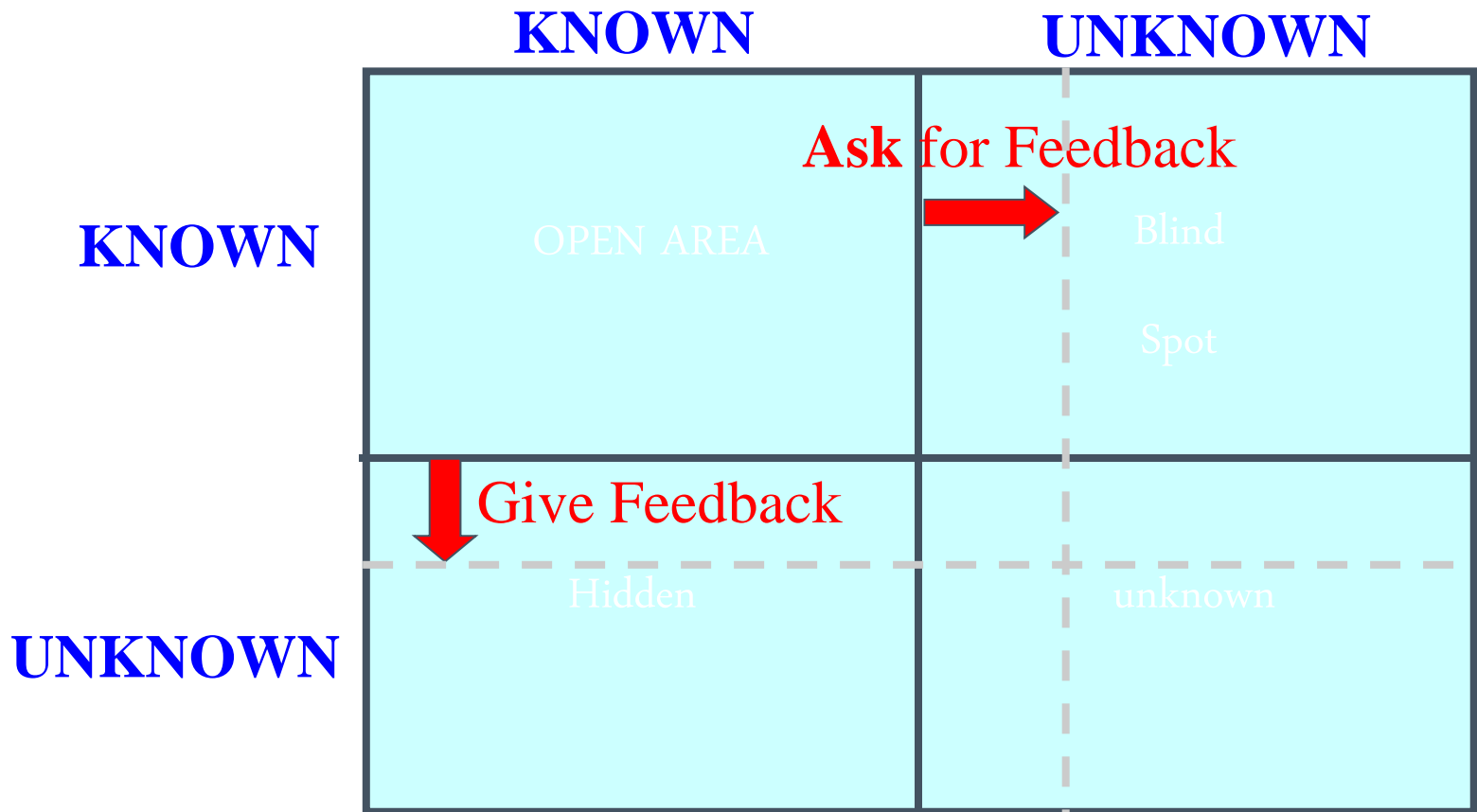
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Building Trust and Rapport – Johari Window



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Building Trust and Rapport – Johari Window



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Building Trust and Rapport – Johari Window

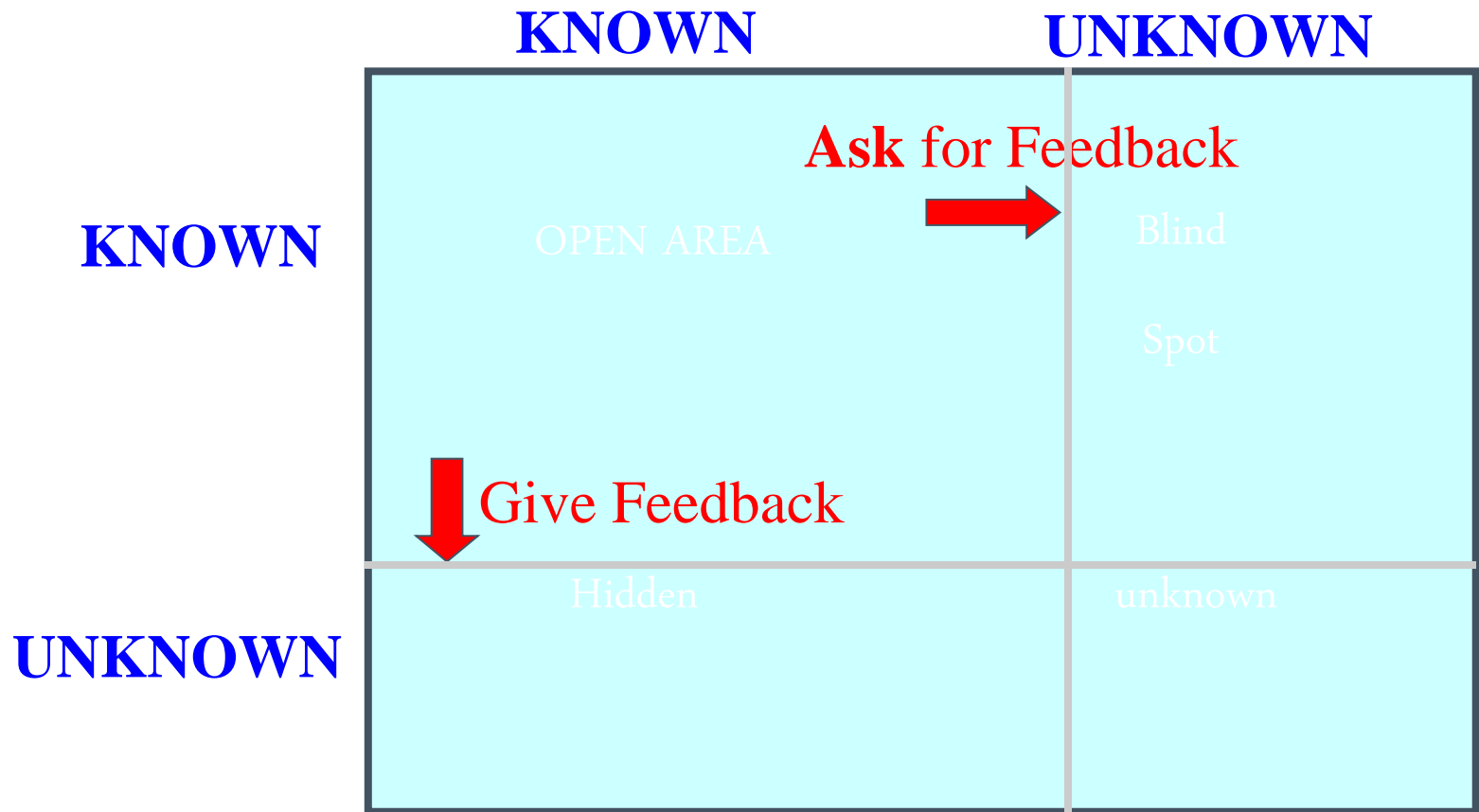


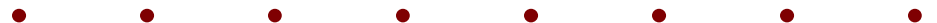


Table Assignment #2: Building Rapport

1. Discuss at your table:

“What advice, tip, trick do you have that helps to quickly build rapport with others?” (clients, staff, partners, stakeholders)

2. Be prepared to share your table’s response(s)



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The Skills of Influencing

Be Great at Giving Feedback:

Behaviour

Effect

Expectation

Result

Behaviour

Effect

Thanks



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The Skills of Influencing

Be a Great Listener:

- The Non-Listener
- The Marginal Listener
- The Autobiographical Listener
- The Evaluative Listener
- The Active Listener

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Influencing Skills: Active Listening

Thank You

Questions?

Frank Van Gool

The Intersol Group -



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