

Leading with Impact

ELM Module : Impact, Influence & Negotiation

The Programme

Aim:

To equip ISG managers with the skills and behaviours to effectively manage and develop their teams, maximising potential and creating engagement

Core Modules

- Understanding Personality Styles
- The Role of the Manager
- Vital Conversations
- Developing People



Elective Modules

- Planning & Organising
- Problem Solving
- Stakeholder Management
- Impact, Influence & Negotiation



Skill Elements & Learning Outcomes

SE 1 Leading with Impact

Getting our point across in a way that protects our personal brand

Creating positive impact with stakeholders by using a variety of self-management techniques

SE 2 Influencing Others

Understand the ground rules and what matters most when persuading others

Learn how to deploy the main influencing strategies available to us

SE 3 Principled Negotiation

Learn about the rules of principled negotiation

Understanding how to get closer to your intended outcome. i.e. getting a better deal!

Dream Smart

Thinking Bold

Implementing Improvements

Always Care

Taking Pride

Working Collaboratively

Speak Frankly

Speaking Up

Acting Considerately

Never Stop Learning

Developing Self

Encouraging Others To Improve

Team page

EL

General

Posts

Files

Wiki

+

Team

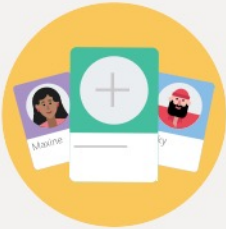
Meet

i


...

Welcome to the team!


Here are some things to get going...



Add more people



Create more channels



Open the FAQ

AB

Adam Brown1

Tuesday 15:54

Good afternoon everyone

My name is Adam Brown, I work for the Akenham Partnership and I'm the lead facilitator for ISG's Effective Line Management programme. Welcome along to cohort 4, it's great to have you all on board!

See more

ELM Cohort 4 : Module 1 - Understanding & Flexing Your Style

Wednesday, 24 March 2021 @ 09:00

...

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Reply

About

Effective Line Management Programme - Cohort 4


Members (12)

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
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Adam Brown1


All




Alex Toye



Sean Chipchase




James Thorn




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
Adam Brown1




Jennifer McBride




Liam Dengate




Kat Schmidt-Stevens



Jason Skelton



Laura Lees



Claire Mitchell

60 Seconds around the room

Tell us....

- Who you are
- Where you are
- A little about your role/team

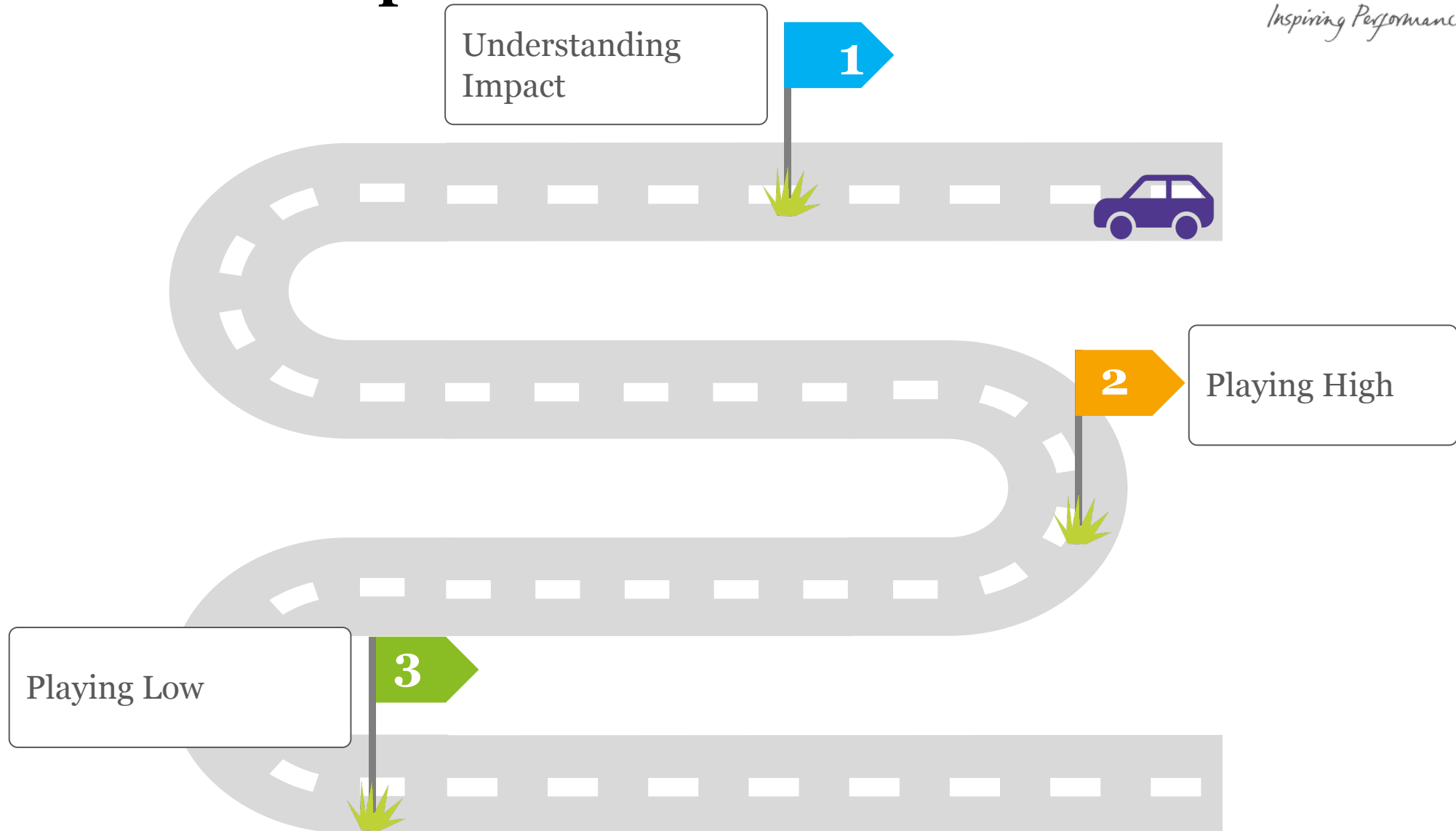


Learning outcomes

Getting our point across in a way that protects our personal brand

Creating positive impact with stakeholders by using a variety of self-management techniques

Session roadmap



Understanding Impact

What is 'impact'?



What is 'impact'?

A measure of the **impression** you create and / or the influence you command

What impact are you trying to create?



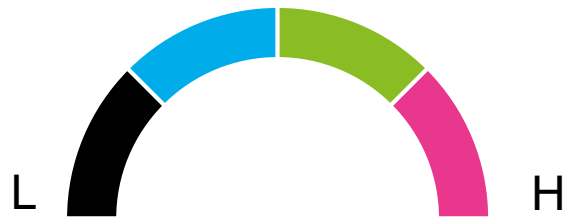
Think about your world at work!

- What are you working on?
- Who are you working with?
- What kind of impact and impression are you trying to create and why?
- What makes it difficult?

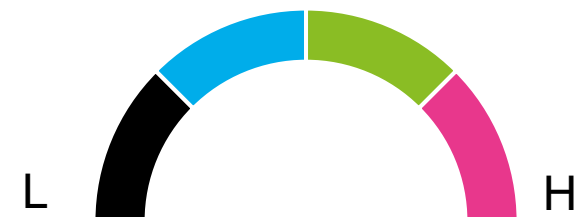
Maximising Control

The two dials of impact

Control



Presence



What is control?

Control



Consideration of
the situation

Always
high!



When you are in control how do you feel?
How do you act?



How does your behaviour change when you are
not in control of how you show up



Passive

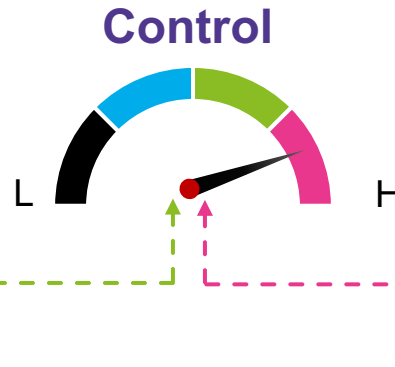


Aggressive



Passive Aggressive

Keeping control high!



Consider your **delivery**

- Arrive early, organise the space
- Know your subject matter
- Break your message down
- Practice your delivery
- Think through your Q&A
- Plan to handle the unknown
- Keep your goal in mind

Consider your **audience**

- Think about their authority/status
- Look at the situation through their eyes
- Understand their primary triggers
- Adjust your style to their needs
- Identify influencers & allies
- Consider what's going on for them
- Remember, they're only human

Adjusting Presence

What is presence?



What does **high** presence look like?

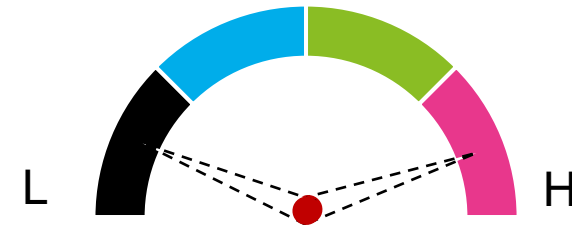
Sam was highly respected by her team, she was always visible, leading the conversation and taking charge when it mattered most! If there was a point to be made, you could be confident that Sam would make it in a firm but fair way.



What does **low** presence look like?

Sam was also highly respected by her stakeholders. Often softly spoken, she allowed others to make their point, had outstanding listening skills, and an unerring sense of when to enter the conversation.

Presence

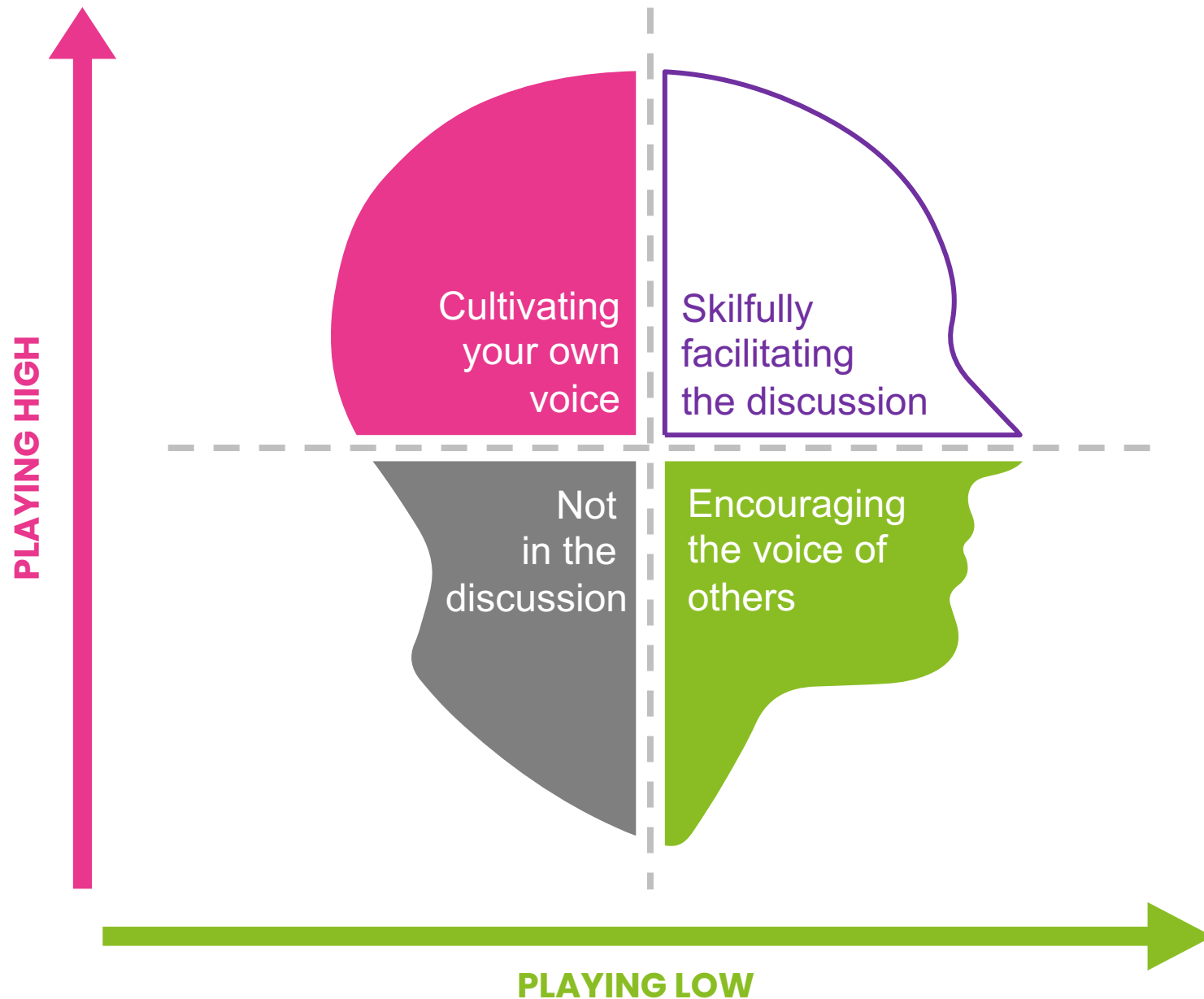


The extent to which we capture attention through...

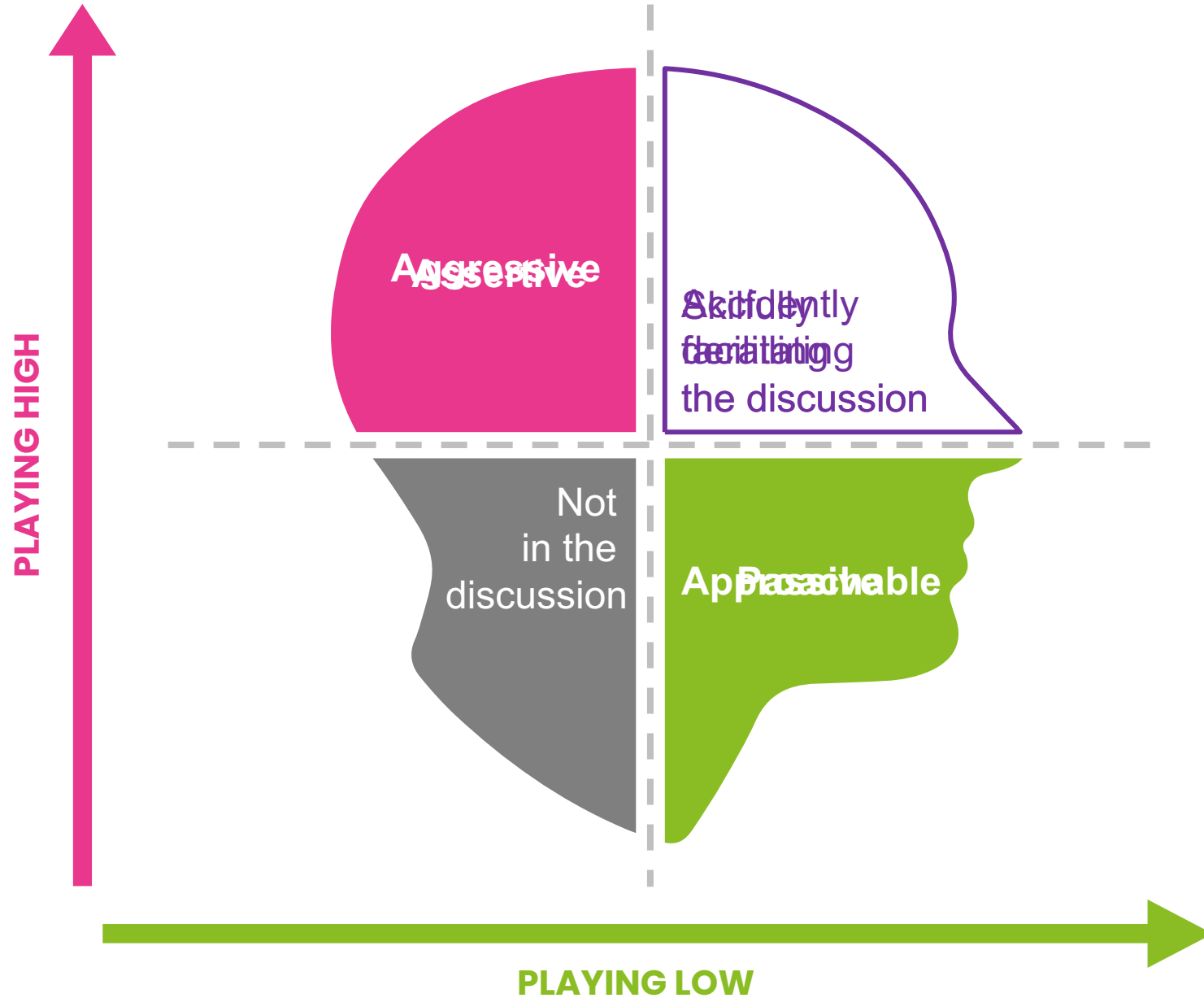
- ..what we think
- ..what we say
- ..what we do

2 ways of doing this....

Exploring your choices



Mind your control!



When to play high & low

Play high when it's important to....

Assert your status/authority

Express your opinion

Push back/say no

Stand your ground



Play low when it's important to....

Elevate the voice of others

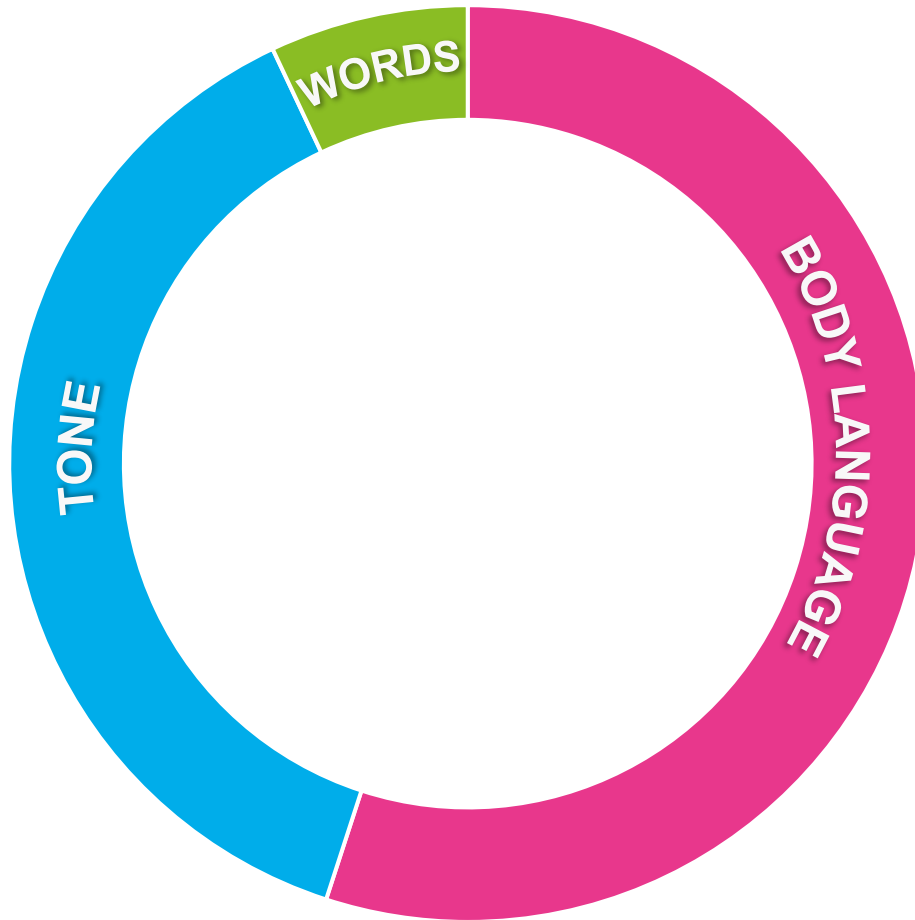
Build rapport

Get others to open up

Take a back seat to let others shine

Balancing our signals

Balancing our signals

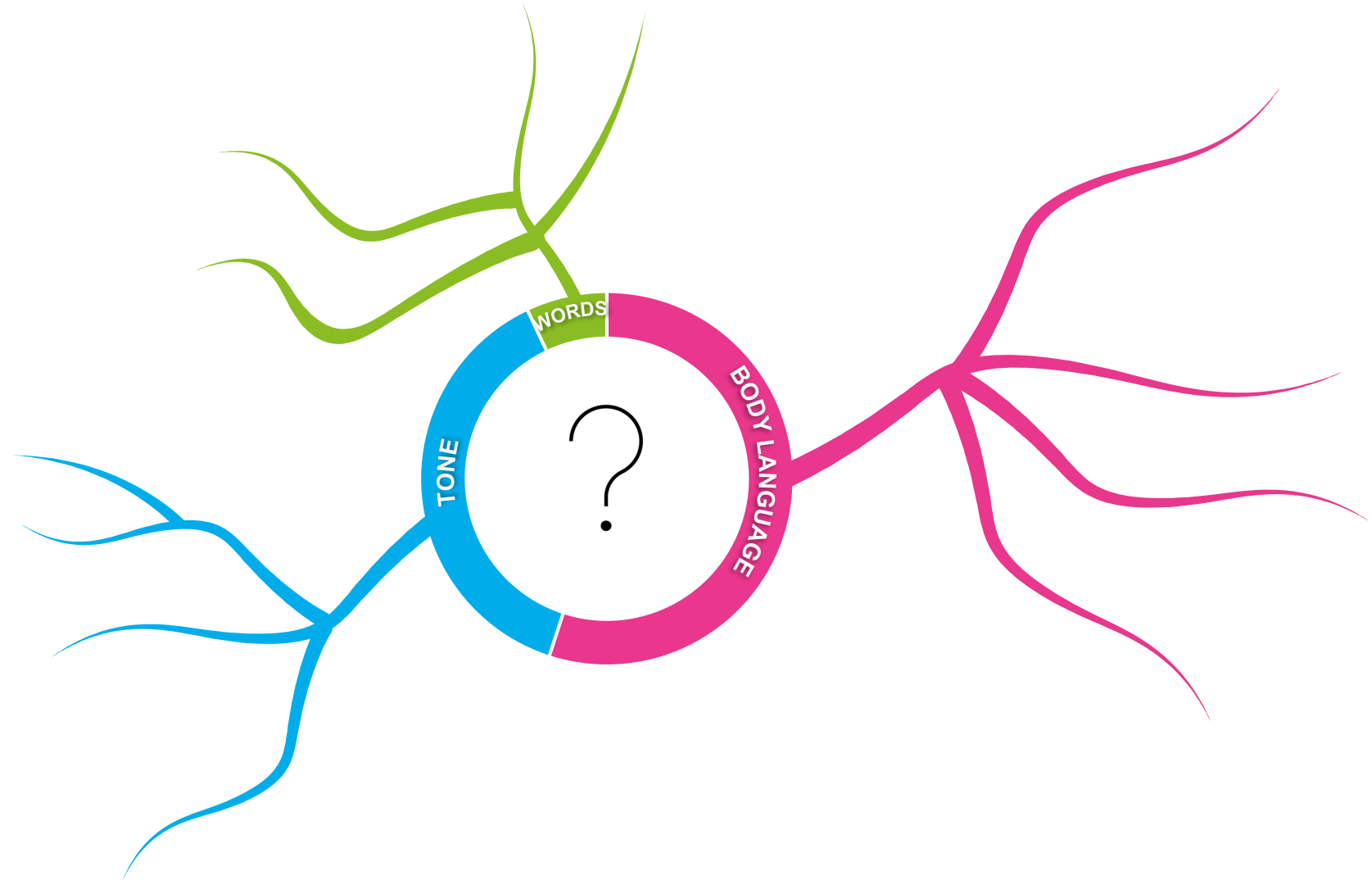


- BODY LANGUAGE 55%
- TONE 38%
- OUR WORDS 7%

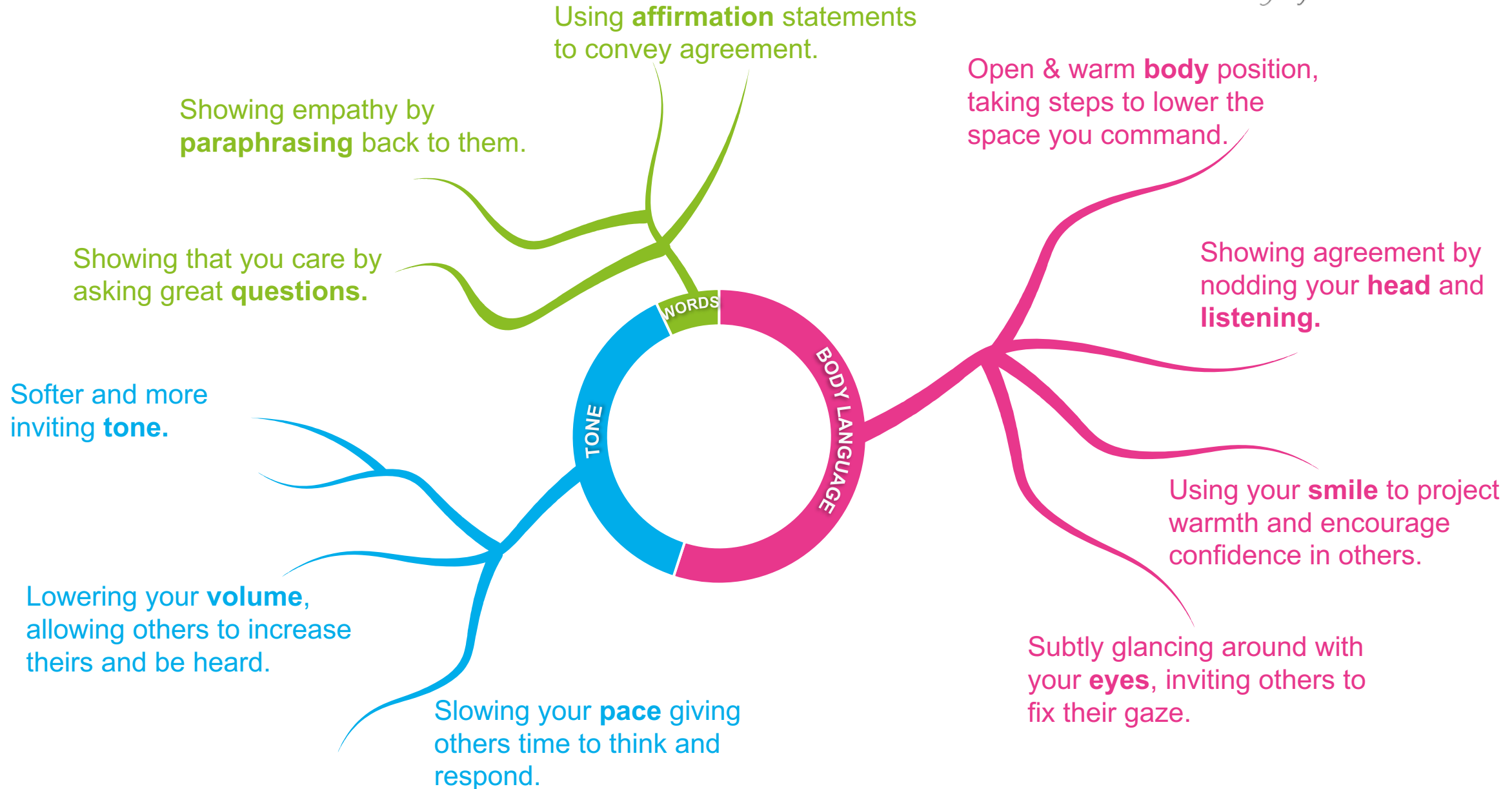
Playing high and low

Jamboard Session

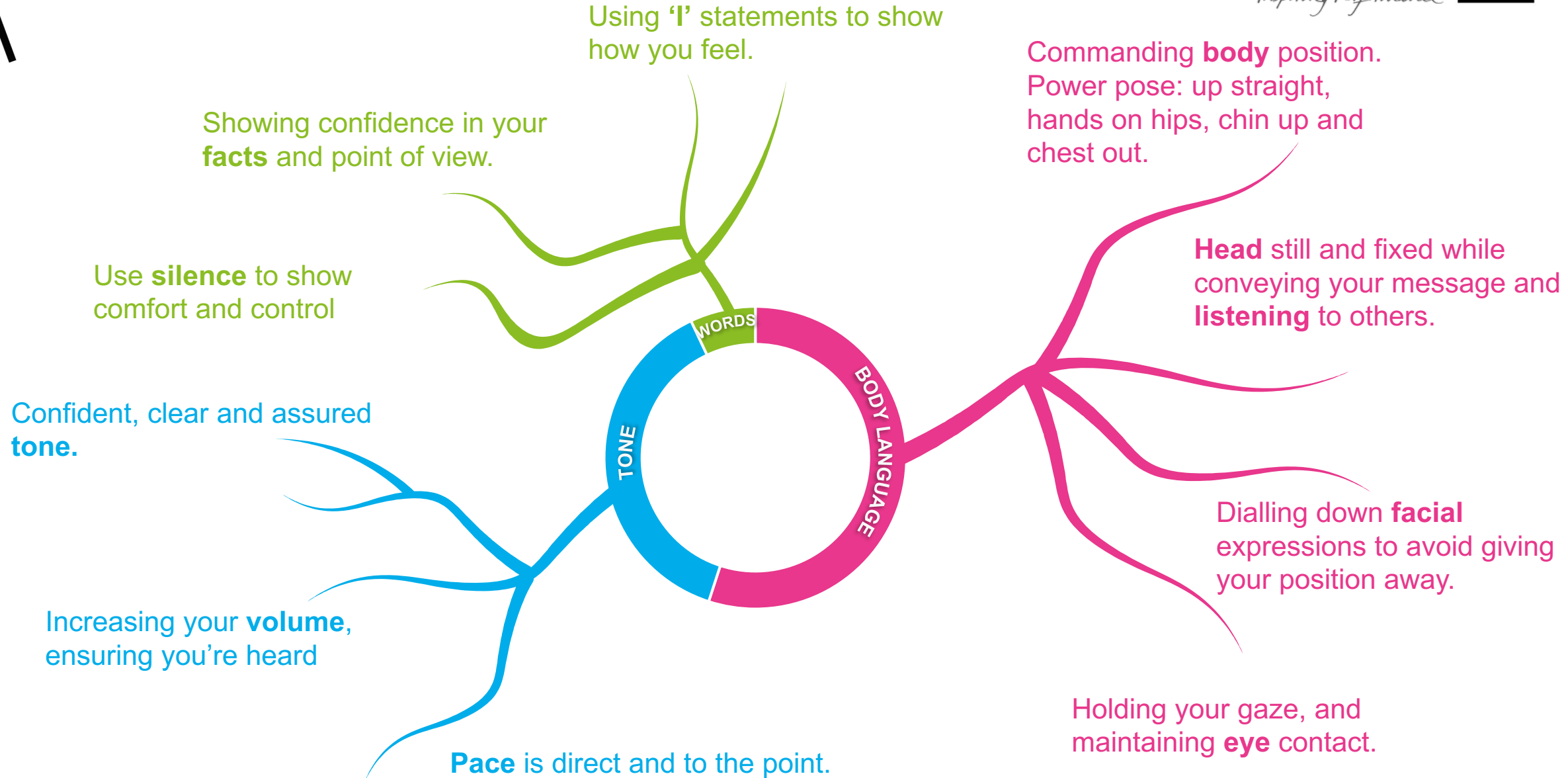
Work in your groups and capture examples of high and low presence under each channel!



Playing it low...approachable



Playing it high...assertive



Wrap Up

Learning outcomes

Getting our point across in a way that protects our personal brand

Creating positive impact with stakeholders by using a variety of self-management techniques

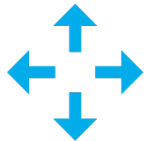
Leading with impact: Key points



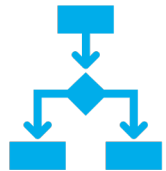
We have a choice about how we show up to situations



Ensuring that we are in control gives us confidence and reduces uncertainty



Flexing our presence allows us to adapt to the needs of the situation



We must play it the right way at the right time, if we are to make an Impact!

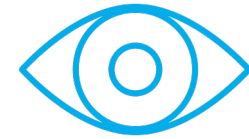
Leading with impact: **Action planning**



Consider what you are currently working and who you are working with



Take control, think through your end game and build your confidence



Reflect on times that require high and low presence, adjust your approach