

Flagship Programme

Influencing and Handling Difficult Situations

A two-day open programme enabling you to review and enhance your everyday interactions.

Our ability to influence people and communicate well determines our success in every sphere of life. To be effective at work, it is critical that we persuade others to listen to, and accept our most valued ideas and proposals.

This is Oakridge's Flagship Programme because these skills form the foundation on which other skills can be built.

You will have the opportunity to review your current behaviours and adapt them to improve your success in even the most difficult situations.

Improvement in the ability to communicate well and influence others will affect every aspect of performance at work and bring benefits to your personal life too.

What You Will Gain

The programme comprises a two-day module.

By the end of the programme those attending will:

- Understand in detail, the key skills of excellent communication
- Have clearly differentiated assertiveness from aggression and non-assertion
- Understand the qualities that others must perceive in them before trust and rapport can develop
- Have experienced personal awareness work designed to develop these qualities
- Have applied the skills / knowledge to a wide range of typical workplace and everyday situations including:
 - Giving and receiving constructive criticism
 - Making and refusing requests
 - Handling difficult situations and confrontation
- Understand more clearly why they react and interact as they do
- Have assessed their strengths when communicating and influencing
- Have identified the ways in which they could improve their ability to communicate and influence
- Feel confident that they can communicate in a flexible and effective way with a wide range of people

Professional actors are used during the course to ensure that theory is applied to typical work-place scenarios. This is an enjoyable experience and is consistently highlighted as an extremely valuable experience by delegates.

"I've never been on a course which has been so enthusiastically received by all delegates. The Practical experience (with actors) was of immediate benefit

Course Delegate

"Excellent passionate trainers with real understanding of human behaviour..... everyone would benefit from this course."

Course Delegate

"The amount of participation / input from myself was much higher than normal and has actually made me re-evaluate my priorities and attitudes in relationships (working and personal)... I'm a natural sceptic but I found this course the most useful yet".

Course Delegate

"A very enjoyable course which I know if I can take at least a portion of the information from and put into practice, it will improve my work and my social life!"

Course Delegate

Venue

Mere Golf and Country Club – Knutsford, Cheshire

Cost

£690 for two day course (plus VAT)

2007 Dates:

- Mon 26th & Tues 27th March 07
- Tues 26th & Wed 27th June 07
- Tues 25th & Wed 26th Sept 07
- Tues 4th & Wed 5th Dec 07

Cancellation Policy

The cost of the “Influencing and Handling Difficult Situations” course is £690.00 (plus VAT) for the two day event.

If the delegate named is unable to attend the event, we are happy for another delegate to attend in their place.

If the place is cancelled within 4 weeks of the event date, a cancellation charge will be made of 50% of the course value.

If the place is cancelled less than 2 weeks prior to the event, a 75% cancellation charge will be applied.