

# **Leadership and Management**

**Descriptions for**

**Planning & Influencing**

**Workshops**

**new edge management limited, 44 Gallowhill Road, Kinross, KY13 8RA**

**Leaders in performance improvement – for organisations and people**

## **Workshop Outlines**

### **Planning for Efficiency**

### **Developing & Managing Teams**

### **Marketing & Communications**

#### **➤ Planning & Influencing**

- ASSERTIVENESS SKILLS**
- INFLUENCING SKILLS**
- NEGOTIATION SKILLS**
- PLANNING TECHNIQUES**
- PROBLEM SOLVING**

### **Developing Individuals**

## **ASSERTIVENESS SKILLS**

Duration: 1 day course  
Participants: for up to 12 delegates

This course is aimed at developing a range of skills and techniques to enable delegates to identify and use appropriate assertive behaviour in the workplace.

### **The objectives of the course are:**

- a) To define assertive, aggressive and passive behaviour.
- b) To draw up a list of techniques and tactics for effective assertiveness.
- c) To be able to apply these techniques and tactics in the workplace.

### **Course Outline:**

#### Defining assertiveness

- win/win
- the benefits of behaving assertively
- alternatives to assertiveness

#### Dealing with difficult situations

- techniques to use
- handling difficult people
- saying no!

#### Types of assertiveness

- six ways of behaving assertively
- handling conflict situations positively

#### Action planning and feedback

## INFLUENCING SKILLS

Duration: 1 day course  
Participants: for up to 12 delegates

This course is aimed at developing a range of influencing and persuading skills to enable delegates to become more effective in a variety of work related situations.

### The objectives of the course are:

- a) To describe the elements of the influencing and persuading process.
- b) To develop techniques and skills aimed at improving performance.
- c) To be able to apply these skills and techniques in a wide range of situations.

### Course Outline:

What is influencing and persuading?

- the stages involved
- the skills required to influence and persuade effectively
- the ILEG inventory (incentive, logic, empathy and group)

Using the influencing and persuading framework

- preparing your case
- the 4Ps (position, problems, possibilities and proposal) and PROEP
- anticipating problems and developing acceptable solutions

Using influencing and persuading skills and techniques

- understanding different perceptions
- influencing in teams
- maintaining a positive, continuing relationship

Action planning and feedback

## **NEGOTIATION SKILLS**

Duration: 1 day course  
Participants: for up to 12 delegates

This course is aimed at developing the skills and techniques required to negotiate effectively in a variety of situations.

### **The objectives of the course are:**

- a) To describe the basic principles of the negotiating process.
- b) To develop techniques and skills aimed at improving performance.
- c) To be able to apply these skills and techniques in a wide range of situations.

### **Course Outline:**

What is negotiation?

- the stages involved
- the skills required for effective negotiation

Planning for negotiation

- the structure of a negotiation
- identifying ideal, realistic and fallback positions
- anticipating problems and developing acceptable solutions

Negotiating

- applying a range of negotiating techniques
- maintaining a positive, continuing relationship
- measuring the success of a negotiation

Action planning and feedback

## **PLANNING TECHNIQUES**

Duration: 1 day course  
Participants: for up to 12 delegates

This course is aimed at developing a range of planning tools and techniques to enable delegates to become more effective in a variety of work related situations.

### **The objectives of the course are:**

- a) To describe the elements of the planning process.
- b) To develop techniques and skills aimed at improving performance.
- c) To be able to apply these skills and techniques in a wide range of situations.

### **Course Outline:**

Understanding the planning and control process

- the stages involved
- the skills required to plan effectively
- the barriers to effective planning

Setting objectives and measuring performance

- the link between planning and control
- setting effective objectives
- evaluating performance
- anticipating problems and reviewing plans

Using planning techniques and tools

- using management by objectives as a planning tool
- using critical path analysis as a control technique
- maintaining and tracking plans

Action planning and feedback

## **PROBLEM SOLVING**

Duration: 1 day course  
Participants: for up to 12 delegates

This course is aimed at developing the skills and techniques required both by the individual and the team for solving problems.

### **The objectives of the course are:**

- a) To describe the basic principles of problem solving.
- b) To develop a range of problem solving skills and techniques.
- c) To apply these skills and techniques in practical situations.

### **Course Outline:**

#### Typical workplace problems

- tackling problems at work
- the skills required

#### The problem solving process

- the 8 stages involved
- problem solving techniques
- idea generation techniques
- using the task methodology process

#### Consensus decision taking

- the decision taker as a leader
- key actions for decision taking
- using the musts and wants technique

#### Action planning and feedback

# new edge management limited

.... giving you the competitive edge

## PROGRAMME DIRECTOR

### DAVID PARRY - new edge management limited

#### Profile

Senior executive with extensive management skills and experience in leading knowledge transfer programmes for strategic planning, people management, managing change, and project management. Consortium Project Manager for the £2.6 million DTI supported UK initiative for Managing Change. Experienced practitioner and mentor of executives in Change Management and Business Performance Management (9 years), plus invited speaker and chair of international conference on Measuring and Managing Performance during Corporate Re-organisation. Leadership of business units (20 years), main board directorship, and overseas subsidiary directorship.



#### Academic Qualifications

MSc Aeronautical Engineering (1975), Queens University of Belfast  
BSc Honours Aeronautical Engineering, Queens University of Belfast

#### Summary of Experience and Skills

- 20 years experience in business leadership, solutions delivery, and team development.
- Consortium project manager of the UK's £2.6 million major initiative for Managing Change, supported by the DTI, business partners and the University of Edinburgh.
- 9 years consultancy experience in Business Performance Management and leading executive teams in strategic planning, e-business design, project management, and managing change.
- 4 years as Main Board Director of an engineering software and consultancy company and Board Director of overseas subsidiary; annual income of £10 million.
- Client relationship management and business expansion in the engineering, defence, software, financial and public sectors, both in the UK and overseas, offering customised learning experiences and mentoring services.
- Partnership development and building alliances with complimentary suppliers offering specialist skills and technologies to address requirements of clients.
- Author and presenter of Masters Degree course modules in IT Strategy and Managing Uncertainty, and author and tutor of Institute of Leadership and Management courses.
- Recruitment and leadership of multi-disciplinary business unit teams and project teams involved in new product introduction, geographic expansion, e-business design and change management.
- Extensive communication skills demonstrated through invited lectures, publications, chair of overseas international conference, facilitating executive think tanks, delivering executive mentoring programmes, and presentations at board level.

**Contact** For further information please telephone David Parry at **new edge management limited** on 07746 365764, e-mail him at [davidparry@newedgemanagement.com](mailto:davidparry@newedgemanagement.com) or visit our web site at [www.newedgemanagement.com](http://www.newedgemanagement.com)

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