



National Association of Credit Management
GSCFM Program
June 2019
“Becoming Masterful Influencers” Syllabus

Program objectives:

- To increase leadership skills for attendees.
- To improve the ability to be persuasive leaders.
- To gain fresh insights into Emotional Intelligence and how to grow it as a leader.

Pre-program Homework:

- Read “Growing Influence: A Story of How to Lead With Character, Expertise & Impact” by Ron Price and Stacy Ennis
- Bring “The Complete Leader: Everything You Need to Become a High Performing Leader” by Ron Price and Randy Lisk
- Complete the Behavioral Intelligence Profile on-line (results will be provided at the program) The link for this profile is:

<https://www.ttisurvey.com/209213FWT>

Session # 1 Focus – Understanding and Growing Emotional Intelligence
Tuesday, June 25 @ 8:00 am – 10:00 am

- The business impact of Emotional Intelligence
- Introduction of the Emotional Intelligence Model
- Review self-assessment results in the Behavioral Intelligence Report
 - Self Awareness – what is it and how can you grow it?
 - Self Regulation – what is it and how can you grow it?
 - Motivation – what is it and how can you grow it?
 - Empathy – what is it and how can you grow it?
 - Social Skills – what are they and how can you grow them?
- Understanding Behavioral Styles
 - How we respond to problems and opportunities
 - How we influence and interact with others
 - How we respond to the pace and risk of change
 - How we respond to rules and procedures created by others

Session # 2- Building Strategic Influence
Tuesday, June 25 / 10:30 am – 12:30 pm

- Keys to Increasing Persuasion in the workplace
 - Components of effective persuasion

- Mapping the key principles
- Keys to Complex/Nuanced Negotiations
 - Negotiation models for effectiveness
 - Mapping the key principles
- Mastering Conflict Management
 - Conflict management models
 - Mapping the key principles
- Presenting for Influence
 - Presentation in context
 - Mapping the key principles
- Strategies for becoming masterful influencers

Session # 3- The Roadmap to Success
Tuesday, June 25 / 1:45 pm – 3:45 pm

- Principles of effective feedback
 - Understanding the two experts in every conversation
 - Giving feedback as a champion
 - Receiving feedback as a champion
- Create plans for success in becoming significant influencers
 - New insights and clarity
 - Strengths to leverage
 - Weaknesses to neutralize
 - Key relationships to build for advocacy
- Amplifying success through peer coaching
 - What is peer coaching
 - Using it to help each other
 - Extending the concept to build an inner circle of advisors