



## **CRED: The Power of Influence: Successful and skilful communication for regulatory professionals**

19 November 2019

**Presenters:** Joe Cheal, Imaginarium Learning & Development

| <b>Time</b>  | <b>Session</b>  |
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| <b>9:15</b>  | <b>Registration</b>   |
| <b>9:30</b>  | <b>Introduction &amp; Context Setting</b> <ul style="list-style-type: none"><li>• Definitions: Negotiation and Influence</li><li>• The Four Qualities of Influential People</li></ul><br><b>The Principles of Negotiation</b> <ul style="list-style-type: none"><li>• Results, approaches and strategies</li><li>• Stages of a negotiation</li><li>• Tradeables and Concessions: making a negotiation more effective</li></ul>  |
| <b>10:45</b> | <b>Morning Break</b>  |
| <b>11:00</b> | <b>Negotiation Planning &amp; Doing</b> <ul style="list-style-type: none"><li>• Getting Clear about your outcome</li><li>• Key questions: What do you need to know?</li><li>• How to avoid surprises</li><li>• Golden rules and general do's and don'ts</li></ul><br><b>Planning and Structure</b> <ul style="list-style-type: none"><li>• Planning tool – structuring and sequencing</li><li>• Developing an impactful introduction</li><li>• Working with the 'mind of the audience' – how to engage!</li></ul> |
| <b>12:30</b> | <b>Lunch</b>  |
| <b>13:15</b> | <b>Presenting Your Proposal</b> <ul style="list-style-type: none"><li>• Presenting complex information</li><li>• Handling questions: 'On the Spot' Model</li></ul>  |
| <b>14:45</b> | <b>Afternoon Break</b>  |
| <b>15:00</b> | <b>Presentations with Feedback</b>  |
| <b>16:30</b> | <b>Wrap-up</b>  |
| <b>17:00</b> | <b>Close</b>  |