Winning Hearts and Minds – Influencing Skills for Safety Professionals

Safety Culture Development

Applying Organisational Psychology principles to achieving safety and business improvement

Introduction

In todays' workplace, managers, supervisors and employees are expected to take more responsibility for operational safety. For many, this requires a change in thinking from past expectations that the Safety Professional "took care of safety". To achieve genuine, long lasting change, Safety Professionals must convince workplace personnel to take this personal responsibility because they want to, not because they have to.

This workshop is designed to;

- Fine tune the effectiveness of your preferred influencing style
- Strengthen your non-preferred influencing styles for greater all round influencing
- Develop influencing strategies to use in response to key reasons why people behave the way they do. e.g in change and conflict.

Key Learning Objectives

After this workshop, you should be able to:

- Describe the breadth of the opportunity for Safety Professionals to influence safety and business outcomes;
- Adapt your influencing approach in response to the situation to achieve desired safety outcomes;
- Build and maintain trusting relationships across the business to broaden your personal sphere of influence;
- Build personal credibility so when your views are expressed they are respected and listened to;
- Present proposals and changes in a mindful, objective and evidenced base way to achieve greater acceptance;
- Use a business focussed approach to increase influence.

Topics Covered in this Workshop
Pre workshop reading and preparation.

Day 1
Who Safety Professionals Influence
- The scope of influence for Safety Professionals
- Safety maturity and the opportunity for influence
- Interrelationship of organisational activity and safety

Defining Influence
- What influence is and isn't
- Difference between Influence, Persuasion, Coercion and Manipulation
- Expanding your Circle of Influence
- Influencing Styles

Understanding why people do what they do—some key principles
Role of
- Beliefs and values
- Habits
- Motivation
on behaviour at work.

Your DiSC profile and Influence
DiSC helps you to understand your workplace behaviour, communication and relationship preferences, what that means for your organisational influence, your strengths and weaknesses and development opportunities.

Influencing through Trusting Relationships
- Building and maintaining trusting relationships — your personal "Trust Bank"
- How to rebuild lost trust

Day 2
Techniques for Influencing Responses from Others
- Using the ABC approach to influence
- Changing communication to Adult to Adult interactions. (using Transactional Analysis to influence)

Influencing Change
- Why people sometimes resist change
- Influencing strategies for the different stages of change

Influencing the Outcome of Conflict
- Introduction to the Thomas-Kilmann approach to conflict handling
- Using different conflict styles to influence outcomes.

Strategies for Aligning Safety with the Business
- Business Context
- Aligning with the Business
- Customer Focus
- Cost –Benefit and business
- Using evidence based arguments and having an enquiring mind

Applying Learning
Participants apply workshop learning to several safety related situations, including to a current work issue.

Planning for Return to Work
Develop an Action Plan to resolve a work related influencing issue.

Post Workshop Follow-up
Approximately 1 month after the workshop we will follow up with participants on their Action Plan progress and provide support where needed.

2017 DATES, VENUES and REGISTRATION

(To register, click on date and location below and follow the link)

Adelaide **19th and 20th September 2017**

Melbourne **10th and 11th October 2017**

Sydney **17th and 18th October 2017**

Brisbane **8th and 9th November 2017**

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