



For **PEOPLE-FOCUSED,**
HIGH-PERFORMING
leaders who are ready
for what comes next

Leadership: HR Influencing



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HR Influencing

Audience

HR Specialists and Generalists

This programme, enables Human Resources professionals to identify key contacts within their organization, understand their expectations and provide them with the right responses to optimize their actions embedded in the company's overall performance.

At the end of this programme participants will hold the keys to unite, motivate and gain the support of teams and projects in which they are involved. Consequently, they will move from what is usually a reactive attitude to a proactive attitude within their company.

The HRP way

Practical tools will be introduced to enable HR specialists to reconcile their medium and long-term focus with the very short-term objectives of operational staff.

This pragmatic and lively training programme is full of practical examples contributed by the participants themselves.

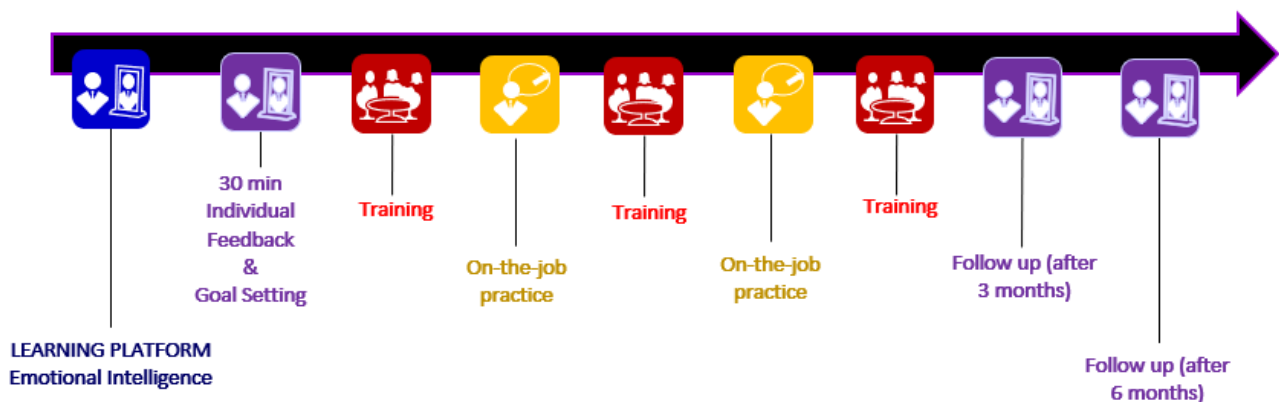
We apply the **HRP way** in a time span of 6 months:

Synchronous learning:

1. Measuring starting point
2. Individualized feedback
3. Group Instruction
4. Group Discussions
5. Role Plays & One Minute Cases
6. Feedback from the Group
7. Action Plan & Stretch Activities

Asynchronous learning:

1. Application on the job
2. Report on the Application



Content

DAY 1: My Resources for Influence = My Power

- Individual presentations: Defining my challenges
- My Circle of Influence
- Stakeholder Management
- Influencing Tactics
- Negotiating with Giants
- The Emotional Intelligence Questionnaire

DAY 2: HR Customer Experience

- **ROMA:** Reporting on applied learning (presentations)
- What is HR Customer Experience?
- Being constructive when confronted with criticisms "you are too far off the ground" (one-minute cases)
- Conducting a challenging personal meeting (contract termination, redundancy (role play))

DAY 3: Engagement

- **ROMA:** Reporting on applied learning (presentations)
- The pillars of Engagement
- Helping a line manager make the right selection choice (role play)
- Announcing changes: a new HR performance system
- A Case of Motivation (case study)

DAY 4: Difficult Conversations

- **ROMA:** Reporting on applied learning (presentations)
- Refocusing operational departments so that they show the proper respect for HR policy (role play)
- The Henry Smart Case (case study)
- How to Say No (role play)
- Embedding practices: looking ahead in the future

Benefits

1. Speak the language of your "key contacts"
2. Respond to objections such as "you HR people are far away from the operational side"
3. Convey a sense of purpose so that HR professionals are treated as real partners
4. Be comfortable in face-to-face and group negotiations (redundancy interview, contractual termination, staff representatives' organizations)