

## The Power of Positive Interaction

Successful and essential people have the strategy, strength, and know-how to interact with others in a profound and lasting manner. Mastering soft skills and using personal power to build connections, alumni (or graduates, or those who do the program) accelerate the ascent of activities and projects in their life and business just by how they interact with others.

The POSITIVE POWER AND INFLUENCE® Program teaches participants the soft skills necessary to strategically impact the way they interact, influence, and empower others. As a foundational soft skill, Influence develops self-leadership capabilities to achieve the following:

- Understand and manage own emotions
- Increase awareness of impact on others
- Conduct more influential conversations that get results
- Influence others without the use of positional authority
- Build connections at work, in the community, and at home
- Increase self-confidence and the courage to take risks

## The 5 Pillars of Human Interaction

The core of the Positive Power and Influence Program is the renowned Situational Influence Model, which consists of the 5 Pillars of Human Interaction and their associated Behaviors. The model demonstrates that we need not rely on one predominant Pillar, but rather we develop the flexibility to apply the Pillars best suited to each situation and the people one encounters.

## How the Program is Structured

The Positive Power and Influence® Program is highly-experiential and supports adult learning methodology using role-plays, case studies, small and large group work exercises, lecturettes, one-on-one trainer coaching, peer feedback, av feedback, and application to a real-life situation.

Self-Assessment

The 5 Pillars of Human Interaction

Adaptive Behavior Flexibility

Deepen Influence Capability

Real-life Strategies

Participants learn about their strengths and areas for improvement. They approach situations with focused and positive energy and take responsibility for the quality of their work and their relationships. Participants learn to diagnose difficult situations they encounter and construct a strategic Influence Action Plan.

## Who is the Target Audience?

- Leaders who need to influence change and build a foundation of trust and commitment
- Program or project managers who must obtain the cooperation of functional managers over whom they have no authority
- Salespeople who need to build trust-based consultative relationships with clients and prospects
- Technical or professional personnel who take on supervisory or management responsibilities
- Individual contributors who must exert influence cross-functionally
- Staff who need to gain the support of operating managers
- Managers and supervisors who want to develop their soft skills to lead more effectively
- Anyone whose responsibilities exceed his or her positional authority

## How is the Program Delivered?

The POSITIVE POWER AND INFLUENCE® Program can be conducted in a variety of formats using SMS certified trainers:

- Face-to-face (1-, 2-, or 3-day programs) – In-house and public programs
- Virtual – All sessions are conducted online using break-out rooms for practice exercises
- Hybrid – A combination of face-to-face and virtual components

## Clients

Alstom, Arch Insurance, Blue Cross Blue Shield, Boston Scientific, Colgate-Palmolive, CVS, Fannie Mae, First Interstate Bank, ISO New England, Metro AG, NIH, Procter & Gamble, Salesforce, Treasury Executive Institute, US FDA, Williams-Sonoma, Inc., World Bank Group



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