



INFLUENCING IN A MATRIX

Because the core processes of a business—ones that are responsible for creating end-products or services—cut across functions, the best and most efficient way to meet the customer's needs is to improve the way in which people in these related functional areas work together. This collaboration enables the organization to accomplish goals and implement major change initiatives more quickly and with better quality. Key to success in this environment is being able to work effectively with people across the organization, over whom one may have no authority.

OnPoint's Influencing in a Matrix for anyone who works on a team or needs to work across organizational boundaries, focuses on the behaviors used by the most effective influencers.

Course Objectives

- **Recognize** the influence techniques that are used by effective managers
- **Learn** which techniques you tend to use most and least frequently
- **Understand** when each influence technique would be most and least effective
- **Provide** guidelines to help you prepare for an important influence attempt



AGENDA

- ① **Three possible outcomes** of an influence attempt
- ② **Overview of eleven influence behaviors**
- ③ **Guidelines to assess situations** to determine which approach would be most effective
- ④ **Case studies:** How would you handle it?
- ⑤ **Self-assessment:** What is your primary influence style?
- ⑥ **Skills to support the delivery** of each influence behavior for maximum effect and impact

Target Audience

- Experienced Managers
- New Employees
- Project Managers
- New Leaders and Managers