

## SUPERVISOR AND PROFESSIONAL DEVELOPMENT PROGRAMS

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**UD ALUMNI \$345**  
**PARTNER \$290**

# THE ART OF INFLUENCING OTHERS

In the current global economy, it is essential that supervisors influence others who see things from a different perspective or when they need others to take action. Effective influencers are confident in sharing their knowledge and values and possess good interpersonal and communication skills. This program provides participants with the opportunity to examine the skills, characteristics and techniques essential in influencing others to give their support without formal authority or power.

## THIS PROGRAM WILL HELP LEADERS:

- Understand the styles of influencing
- Learn the appropriate level in appealing to an individual
- Communicate more confidently and productively
- Project a positive professional image to those for whom you work
- Use a sequence of five audience-oriented steps that help persuade others
- Anticipate objections and responses

### Filomena Nelson

*Filomena Nelson is an executive coach and organizational consultant who has over 20 years of experience in coaching, training, organizational development and education. Her work spans a broad range of projects that include a key role in the development of a full service corporate training function. She has worked extensively with individuals and teams in both corporate and nonprofit organizations to build skills and to improve bottom line effectiveness. Her passion and humor create a stimulating learning environment.*

*Filomena's client list includes the American Modern Insurance Company, Association of Legal Administrators, Beginning Steps to Independence, Inc., CareSource, Cincinnati Children's Hospital Medical Center, COMAIR, General Cable, GRE Insurance Group, JBM Envelope, Kroger Food Company, Liberty International Insurance – Marine Division, Miami University, Reflections on Learning, Park University, Paycor, Inc, University of New Orleans, and WMXH. Filomena's expertise includes presenting highly motivational and customized programs that help organizations meet their strategic needs. She has a Master's degree in Education from the University of Arkansas with postgraduate work in Instructional System Design from Old Dominion University.*