



Competencies that are addressed:

PRIMARY COMPETENCY CATEGORIES:

• Leadership—

Drives business results by aligning the vision, mission, and values to enhance business value. Is able to enlist the willing cooperation of others, while tapping into their highest skills and abilities, to achieve desired results.

• Interpersonal Skills—

Displays a consistent ability to build solid relationships of trust and respect inside and outside of the organization.

• Conflict Resolution—

Creates harmony in stressful interpersonal situations and brings people together who have been separated by their differences.

RELATED COMPETENCY CATEGORIES:

• Teamwork—

Organizes work tasks, people, and resources to deliver most effectively on organization goals.

• Change Management—

Proactively seeks opportunities to redirect self, others, and the organization to achieve desired results.

Interpersonal Competence: Influence Change

SUMMARY

This module will examine your opportunities to influence change within your organization by influencing the behaviors and attitudes of others. You will identify principles for respectfully and sincerely leading others through periods of change. In addition, you will assess your own attitude and willingness to change your own behavior to positively influence other members of your team.

CONTEXT

Organizations have a constant need for individuals who can positively influence change. These team members carry the responsibility of inspiring others to respond productively to opportunities, challenges, or changes in priorities. In some cases, these individuals have formal leadership roles, and in other cases they are more informal leaders within the organization.

At the completion of this module, participants will be able to:

- Identify opportunities to influence change in their organization
- Commit to influencing positive change in their team
- Learn and apply the principles for influencing behaviors and attitudes

"I have never been especially impressed by the heroics of people who are convinced they are about to change the world. I am more awed by those who struggle to make one small difference after another."

—Ellen Goodman