

# Influence & Relationship Building

## Best For

This program is ideal for:

Early to mid-career professionals

Individual contributors

New team leads

Client-facing professionals

Professionals working in cross-functional environments

## Delivery Style

The learning experience is highly practical, skill-oriented, and focused on building real workplace influence, credibility, and long-term professional relationships.

## Outcome Level

Participants develop stronger interpersonal influence, improved professional relationships, higher credibility at work, and greater confidence in managing people dynamics.

## Program Positioning

Professional success today depends not only on technical capability but also on the ability to influence, build trust, and maintain strong workplace relationships. This program is designed for professionals who want to improve how they influence others, manage professional relationships, and build long-term credibility at work.

The program strengthens interpersonal influence skills, relationship-building ability, and professional presence while eliminating common behaviors that weaken trust, cooperation, and credibility.

This program is particularly valuable for professionals transitioning into:

Client-facing responsibilities

Cross-functional collaboration roles

Project ownership and leadership-track positions



Well suited for professionals with 0–8 years of experience

✓ Ideal for those preparing for client-facing, leadership, or stakeholder management responsibilities

## LEARNING STRUCTURE (8 HOURS)

## Block 1 — Foundations of Professional Influence

This session builds a strong foundation by helping learners understand what professional influence truly means and how it differs from authority or position. Participants learn how influence is formed through trust, consistency, and credibility.

Participants explore:

- What creates influence in the workplace
- Difference between positional power and personal influence
- How behavior, communication, and reliability shape influence
- How weak influence leads to resistance and breakdowns

✔ Outcome: Clear understanding of workplace influence and credibility.

## Block 2 — Building Trust, Credibility & Professional Image

This session focuses on the elements that create long-term trust and credibility at work. Participants learn how everyday actions directly impact professional reputation.

Participants learn how to:

- Build trust through consistency and responsibility
- Strengthen credibility through work quality and reliability
- Avoid behaviors that weaken professional image
- Maintain a strong and dependable professional reputation

✔ Outcome: Stronger trust, credibility, and professional image.

## Block 3 — Communication for Positive Influence

This block strengthens how professionals use communication as a tool for influence. It helps participants understand how tone, clarity, and intent shape cooperation and results.

Participants learn to:

- Communicate with clarity and confidence
- Use respectful and persuasive language
- Handle disagreement without damaging relationships
- Influence conversations without sounding controlling

✔ Outcome: Improved persuasive communication and positive influence.

## Block 4 — Relationship Building Across Teams & Functions

This session develops the ability to build effective relationships across departments, roles, and personalities.

Participants learn how to:

- Build rapport with different working styles
- Strengthen cooperation across teams
- Manage professional differences productively
- Avoid silos and relationship breakdowns

✔ Outcome: Stronger cross-functional relationships and teamwork.

## **Block 5 — Influencing Without Authority**

This session builds the critical skill of influencing outcomes without formal power. Participants learn how to gain cooperation when they do not control decisions.

Participants learn how to:

- Influence through logic, preparation, and credibility
- Handle resistance professionally
- Gain buy-in from peers and seniors
- Strengthen cooperation without conflict

✔ Outcome: Greater confidence in influencing without formal authority.

## **Block 6 — Managing Resistance & Difficult Conversations**

This session develops the ability to handle pushback, objections, and difficult conversations without damaging relationships.

Participants learn how to:

- Stay calm during resistance
- Handle emotional reactions professionally
- Communicate firmness without aggression
- Resolve tension while maintaining respect

✔ Outcome: Stronger ability to manage resistance and sensitive conversations.

## **Block 7 — Stakeholder Relationships & Professional Networks**

This session focuses on managing long-term professional relationships with key stakeholders.

Participants learn how to:

- Identify important stakeholders
- Build long-term professional goodwill
- Maintain credibility under pressure
- Strengthen professional networks strategically

✔ Outcome: Stronger stakeholder management and professional networking skills.

## **Block 8 — Personal Influence Strategy & Long-Term Growth**

The final session focuses on developing a personal influence strategy for long-term career success.

Participants learn how to:

- Assess current influence level
- Identify relationship gaps
- Strengthen daily influence habits
- Create a 30-day personal influence development plan

✓ Outcome: Long-term influence growth and strategic career relationship management.



## What You Will Walk Away With

Participants complete the program with:

Stronger interpersonal influence

Improved professional relationships

Higher workplace credibility and trust

Greater confidence in managing people dynamics

A clear personal influence improvement plan

A Knowledge Que Course Completion Certificate (8 PDUs)



## Certification (Delivery-Neutral & Legally Safe)

On successful completion of the program, learners receive:

Knowledge Que – Course Completion Certificate

Recognition of 8 Professional Development Units (PDUs)

A digital certificate suitable for:

LinkedIn

Resume & Portfolio

Professional Profiles

Issued by Knowledge Que – Powered by Experts



## Why Knowledge Que

Expert-led, practical training

Real-world workplace scenarios

Skill-focused learning with immediate application

Programs designed specifically for modern professionals

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