

## Workshop: Professional Courage and Influence Mastery

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### Course Aim

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The Chartered Institute of Personnel and Development (CIPD), one of the most respected and largest Human Resource Management institutions has introduced the new Profession Map.

The purpose of the Profession Map is to provide the profession 'with the strongest foundation yet for effective decision-making.' The map defines eight core behaviours that empower HR professionals to 'create value for people, organisations, society'. These behaviours outline 'what it takes to be an effective people professional in an uncertain world of work'<sup>1</sup>.

This course will enable those attending to understand what is required of the HR professional in the 21<sup>st</sup> century, and what is required of the HR professional and HR function to add value to their organisation. The course will give participants an overview of the CIPD profession map, its purpose and structure. The participants will gain an understanding of the business benefits of using the Profession map as a framework for their organisations approach to Human Resource Management.

The course will focus on the core behaviour Professional Courage and Influence, using practical and useful tools and techniques. Participants will apply the information to their own organisation in the form of implementation plans.

### Course Objectives

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By the end of this course participants will be able to:

- Explain the purpose and rationale of the CIPD Profession Map
- Identify the different areas of the CIPD Profession Map
- Explain the differences between the four levels of the core behaviours
- Self-assess their current level of capability in the core behaviour
- Define the Professional Courage and Influence core behaviour
- Explain how the behaviour impacts on business, the economy and the world of work
- Explain the rationale for the behaviour being identified as a core behaviour by the CIPD
- Explain a strategy to use when required to constructively and confidently challenge others
- Identify and use effective influencing styles
- Describe how to communicate with impact and clarity
- List key workplace stakeholders and have a plan to develop relationships with them
- Create a personal development plan

### Summary of Course Content

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#### Introduction

This session will allow participants to set their personal objectives and understand the format and content of the course.

#### The CIPD Profession Map

This session will give participants an overview of the Profession map. It will provide them with the rationale of the map and the content and structure of the map. The session will cover:-

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<sup>1</sup> <https://peopleprofession.cipd.org/profession-map/core-behaviours>

- The purpose of the Profession map
- The key areas of the Profession map
- How the core behaviours fit into the Profession Map
- The four levels of the core behaviour

### **The Core Behaviour Professional Courage and Influence**

Participants will complete a self-assessment on their current level of capability in the core behaviour Professional Courage and Influence.

This session will provide participants with an understanding of what Professional Courage and Influence is, and how it impacts on business, the economy and the world of work.

The session will include:

- A discussion of the definition of Professional Courage and Influence
- The rationale for Professional Courage and Influence being a core behaviour for the HR professional
- Examination of the areas that are covered by the core behaviour, including
  - speaking up and challenging others when required
  - communicating with impact and clarity
  - developing stakeholder relationships
  - influencing styles
  - learning from errors and mistakes

Following this, participants will relate the information to their own role and use tools including the self-assessment to

- identify how they can enhance the core behaviour
- create a development plan

### **Optional support options**

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#### **Pre-session**

A discussion with the trainer of areas to develop on and after the course

#### **Post session**

A discussion based on the action plan and coaching support to assist the participant to transfer the learning into workplace practice.

### **Timings**

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Eight hours – plus optional pre and post course coaching support sessions

### **Costings**

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For up to ten delegates face to face or online £975 plus vat (inclusive of all resource materials).

Optional coaching support £175 plus vat per person for both pre and post training support sessions.

### **Contact Details**

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## The course designer and trainer

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### Krista Powell Edwards

BA Hons (Open) MA Fellow CIPD

#### A highly qualified and experienced trainer, coach and consultant



With over 30 years of business experience, Krista started her career managing high level committees for Cheshire County Council. This role involved meeting strict time scale commitments and working to high quality standards.

After gaining a Post Graduate Diploma in Personnel Management, Krista was appointed Qualifications Manager at West Cheshire College, with a remit to ensure high quality educational services.

In 1995 Krista established a training consultancy and was awarded contracts with local and national government organisations to design and deliver courses on management skills training programmes.

In 2000 Krista further enhanced her strategic business and Human Resource Management (HRM) knowledge by obtaining a Master of Arts Degree in HRM. Krista's knowledge and expertise in HRM has been recognised by her being awarded Fellow status of the Chartered Institute of Personnel and Development (CIPD).

Since 2000 Krista has utilised HRM and business best practice to support organisations to develop their employees. She has worked both in the UK and abroad, and worked with both public and private sector clients, with SME's and multinationals. Krista has been approved as an Investor in People Advisor and Assessor.

In 2017 Krista designed and delivered a 300 hour 'International Human Resource Management' programme for a university. The programme has been run by four education centres and the programme has been commended by the universities external assessors for the quality of its design.

Krista is an experienced coach, trainer and facilitator and uses this knowledge and skills to support the success of any learning intervention. Krista delivers training courses and workshops internationally, and uses her subject expertise and business experience to give effective and useful tools and techniques to attendees. She uses Accelerated Learning techniques, and focuses on designing and delivering programmes that are relevant, interactive and engaging.

Krista's in-depth subject knowledge means that she is able to adapt courses as required to meet learners' needs.

Krista is a certified NLP (Neuro Linguistic Programming) Trainer and Master Practitioner (Professional Guild of NLP). In addition Krista has several Training and Development Lead Body (TDLB) qualifications including the Trainers and Assessors Award.

Krista has written on her specialist areas for a number of publications including 'Training Journal'. She is currently writing a book on Credibility.

#### **Krista's clients include:**

Airbus, Abu Dhabi Police Force, Bibby Distribution, BP, Business Link Cheshire, Business Link Wirral, Careers Wales, The Chartered Institute of Personnel and Development, The University of Chester, Cheshire Constabulary, Cheshire Fire and Rescue Service, Ford UK, Glyndwr University, Luton and Bedfordshire NHS Trust, National Probation Service, North Wales Police Service, Riverside Housing Association, Siemens, The Valuation Tribunal Service, Vauxhall Motors, the Welsh Government, West Cheshire Chamber of Commerce, Wrexham County Borough Council.