

ihw



# Gaining Commitment Workshop

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Productivity through effective engagement

# Gaining Commitment Workshop

When we lock in commitment to a plan things happen, yet so often we don't even ask for it...

## Outcomes

Participants will understand the value of locking in commitment. They will overcome their nervousness in asking for it and adopt a more assertive, peer to peer persona. This will earn them greater success and respect. They will anticipate and prepare for obstacles, and will be more accomplished at dealing with unexpected objections. They will also be able to identify and deal with passive objections such as "I'll get back to you".

## Audience

Developing professionals that can improve their overall productivity by being confident and assertive enough to ask for commitment. Ideal refresher for accomplished professionals.

## Workshop elements

Participants will receive skills to become "Outcome Focussed" as opposed to merely "Reactive". This includes enhancing their assertiveness to help them gain commitment, and deal with objections along the way. There is a long term focus on solving the clients "Critical Issues" not just presenting an offering.

## Duration

The workshop is a 1 day event.



## Key Topics

- Outcome Focus
- Assertiveness
- Solutions & Needs
- Asking for Commitment
- Objection Handling

*"Better morale leads to better productivity. Client cooperation is a product of strong engagement and this results in tough and complex issues being resolved quickly and more effectively."*

**John Williams**  
Founder and Principal, JHW



## Comments from Previous Participants

***Excellent course** in understanding customers/peer/subordinate behaviours and how to deal more constructively with them.*

***Extremely engaging course** that has the correct balance of theory and role playing. Presenters are the best I have been involved with and provide an upbeat learning environment with their humour. An extremely beneficial experience that is relevant to my current and future career.*

***This was a well structured course** that deviated from the norm of – sit down and listen for 3 days approach. This was a very interactive and thought provoking learning experience.*

***I thought the course was fabulous.** There were a number of useful tools and tips which I have already started to use and the facilitators were engaging. I really enjoyed how interactive the course is and the practical activities.*

***Great course,** I would recommend this to anyone who has to engage with people outside their immediate area.*



## JHW offers the following workshops:

- Engagement Skills Workshops
- A Seat at the Table
- Consulting/Engagement Skills One Day Refresher
- Gaining Commitment
- Project Launch
- Makin' Movies (Team Building/Dynamics)
- Effective Presentation
- Outcome Focussed Meetings
- Win/Win Negotiating
- Facilitation Services
- Power Without Authority
- Video Conference Ready

JHW workshops are grounded in achieving behavioural change by shifting the participant's mindset from —

- Task to Outcome
- Purely technical focus towards the relationship
- Being efficient, towards being more effective.



## Our Clients

JHW Pty Ltd has delivered workshops in Australia, New Zealand, USA, Argentina, UK, Italy, Romania, India, China, Singapore and Malaysia for many and diverse clients:

### Banking & Finance

ANZ Banking Group  
National Australia Bank  
Bankwest  
Westpac  
INVESCO  
BNZ  
AXA  
MLC

### IT&T & Services

Infosys  
SAP Consulting  
Telstra  
SAP Global Delivery  
TelstraClear (NZ)  
Data Agility  
Park Lane  
Worely Parsons  
BDO  
Ajilon  
Ernst & Young  
KPMG  
BearingPoint  
Oxygen  
QSP  
Maximas  
UXC

### Other Commercial Operations

Australia Post  
Bio-Rad  
WTFN  
Smarter Bathrooms  
Leighton  
Orica  
BHPBilliton  
Toll  
AGL

### Public Sector

ACMA  
ANDS  
CSIRO  
VicTrack  
Bureau of Meteorology  
Southern Health  
Network (Vic)

### Not for Profit

Salvation Army  
CanTeen  
Reach  
Brotherhood of St Lawrence  
Vic Swim  
Planet Give  
RYLA Rotary  
Guide Dogs Victoria  
Turning Point  
RDNS  
Vakabauta  
The Smith Family  
Wildlife Victoria  
World Vision  
Able Australia  
Leukaemia Foundation  
Royal Institute for Deaf and Blind Children

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