

## Influence, Inquiry & Implications: A Leader's Path to the Future (I<sup>3</sup>)

### COURSE NUMBER    FAA01249

For information about this course, contact:  
FAA Program Manager  
(386) 446-7251

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### DESCRIPTION AND LEARNING STRATEGY

Participants select specific opportunities to improve their organization and develop plans and influence strategies to make those improvements. They examine how they can more effectively use their interpersonal skills to influence managers, peers, employees, and customers. The course allows for participants to identify, share, and expand their existing positive influencing strategies, identify gaps between their intent to influence and the actual outcomes of those attempts, explore implications of their actions, and practice communication, inquiry, feedback, and conflict management approaches that lead to their increased capacity to influence.

Instructional methods include multi-rater feedback, leadership skills assessments, case studies, skill-based workshops, group dialogue, group problem-solving, individual and group work and action planning sessions, evening assignments, and opportunities to reflect.

### OBJECTIVES

- Influence organizational performance.
- Integrate cultural awareness and systems thinking strategies in resolving organizational issues.
- Select specific opportunities and develop plans to influence their workplace.
- Identify and develop strategies for integrating leadership skills.
- Assess the impact of perceptions, assumptions, and actions on workplace effectiveness.
- Use effective feedback, inquiry, and networking skills.
- Apply conflict management and interpersonal skills.

### KEY COMPETENCIES

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|----------------------------------|---|
| • Accountability and Measurement | • Interpersonal Relations and Influence |
| • Building Alliances             | • Problem Solving                       |
| • Innovation                     | • Strategy Formulation                  |

### CLASS SIZE

24 participants

### LENGTH    6½ days

(Tuesday, 8:00 a.m. –  
Wednesday, 12:00 noon  
of the following week)  
52 hours

### LOCATION

FAA Center for  
Management and  
Executive Leadership  
Palm Coast, Florida

### UPCOMING DELIVERIES

(see [FY12 Schedule](#)  
and [FY13 Schedule](#))

### WHO SHOULD ATTEND

Middle or senior managers

### ENROLLMENT

To enroll, contact your line organization's training coordinator. To arrange a **fee-for-service delivery**, call (386) 446-7154.

### PREREQUISITE

None

### PRECOURSE

Approximately four weeks prior to class start, you will receive an email detailing assignments, including the **Multi-Rater Feedback Assessment**, that must be completed prior to your arrival at CMEL.

### RELATED COURSES

Managing Change  
(FAA01306)

Middle Manager Course  
(FAA01291)

Strategy Formulation  
and Implementation  
(FAA01200015)

Systems Thinking  
(FAA01277)