




Elicitation and Influence Skills Training

 Elicitation is the art of using conversation to subtly acquire information. It is an effective way to gain knowledge and has multiple uses that can include including helping build a competitive advantage, conducting due diligence and getting to know your client, getting investment reassurance, or gaining a more informed understanding of any area of interest.

Our elicitation skills workshops are facilitated by ex-members of the UK government, military, and law enforcement. The workshops are suitable for both the private and public sector and would benefit personnel working in the following areas:

- Sales
- Contract negotiators
- Wealth management
- Banking and finance
- Legal and Compliance
- Senior executives
- Human resources and recruitment
- Journalism
- Therapy and counselling
- Customer service
- Law enforcement
- Security

WORKSHOP SUMMARIES

We provide three levels of training: an introductory workshop to provide a flavour of elicitation and influencing skills and their application practical application, a one-day workshop which will provide a basic level of training and for those requiring a more advanced level of training we provide a two-day workshop. We can also develop bespoke training programmes of a longer duration if required.



Introductory workshop

This short “lunch and learn” workshop introduces elicitation and is informal in nature. The workshop will cover what is meant by elicitation, the practical application in a number of workplace settings and how elicitation and influencing skills can be used to gain a competitive advantage. The workshop will last between 60 to 90 minutes and can be delivered online.

The one-day workshop

To provide delegates with the knowledge and skills to discreetly gather information (elicitation). The workshop will include facilitated discussion and practical exercises and will include a variety of topics such as the meaning and application of elicitation, elicitation techniques and tradecraft, Cialdini’s 7 principles of influence, the funnelling technique, asking the right questions using the 5WH model - who, what, where, why, when, and how, planning the approach and intended outcomes, conducting productive conversations, and recording the results.

The two-day workshop

This will commence with a recap on the knowledge and skills required to discreetly gather information and associated influencing strategies and techniques. It will then focus on the practical application of these techniques through a series of practical exercises designed to replicate real life encounters.

Contact us:

For general enquiries please email enquiries@futumglobal.com

Or to arrange a personal call with our CEO Ashley Croft please email: ashley.croft@futumglobal.com