

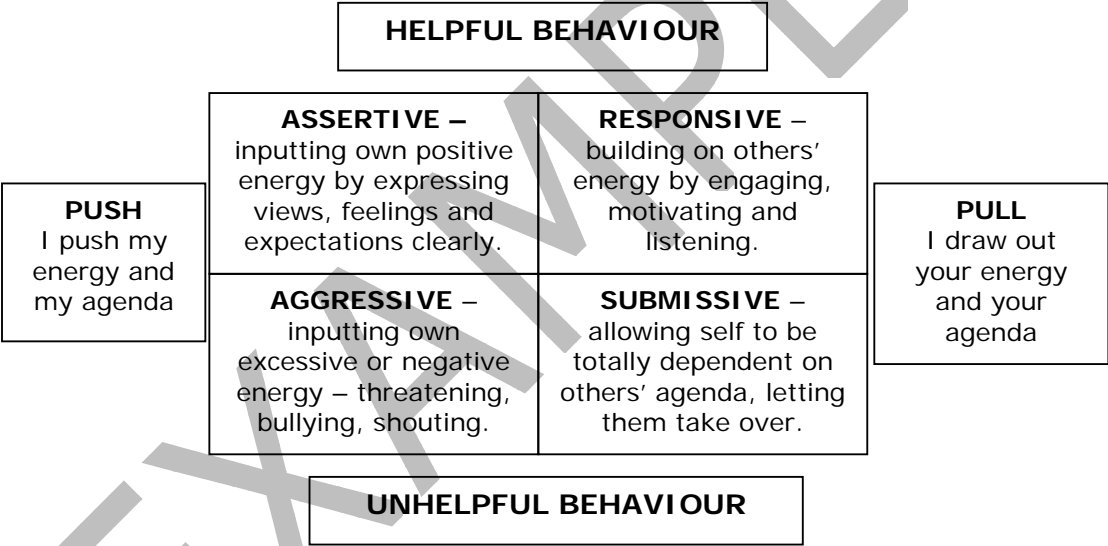


Influencing – Summary

Why?

Effective Influencing is about getting someone to do something different while maintaining or enhancing a positive relationship.

Basic Model of Influencing



Energy

Look at how the energy is different when in helpful ‘push’ or ‘pull’ mode.

| PUSH ENERGY | PULL ENERGY |
|---|--|
| <ul style="list-style-type: none"> • Comes from me • My Intention – changing others’ position • Direction chosen by me • Use my energy to express my position | <ul style="list-style-type: none"> • Comes from you • My Intention – deeper understanding of your position • Direction chosen by you • Focus is on drawing out your energy |

Words, Voice and Body Language

| | Push | Pull |
|----------------------|---|--|
| Words | 'I' statements – my views, feelings and expectations, clear rationale. | 'You' questions – your views, feelings and motivations. |
| Voice | Unhesitant, clear, concise, vary pace and intonation for emphasis, mid-loud tone. | Slower pace, use of pauses to allow time to respond, inflections to indicate questions, mid-quiet tone. |
| Body Language | Upright, unwavering. Firm, controlled gestures. Direct eye contact when speaking. | Matched to the other person. No barriers (e.g. crossed arms). Direct eye contact when listening. Nodding, smiling to encourage. |

EXAMPLE