

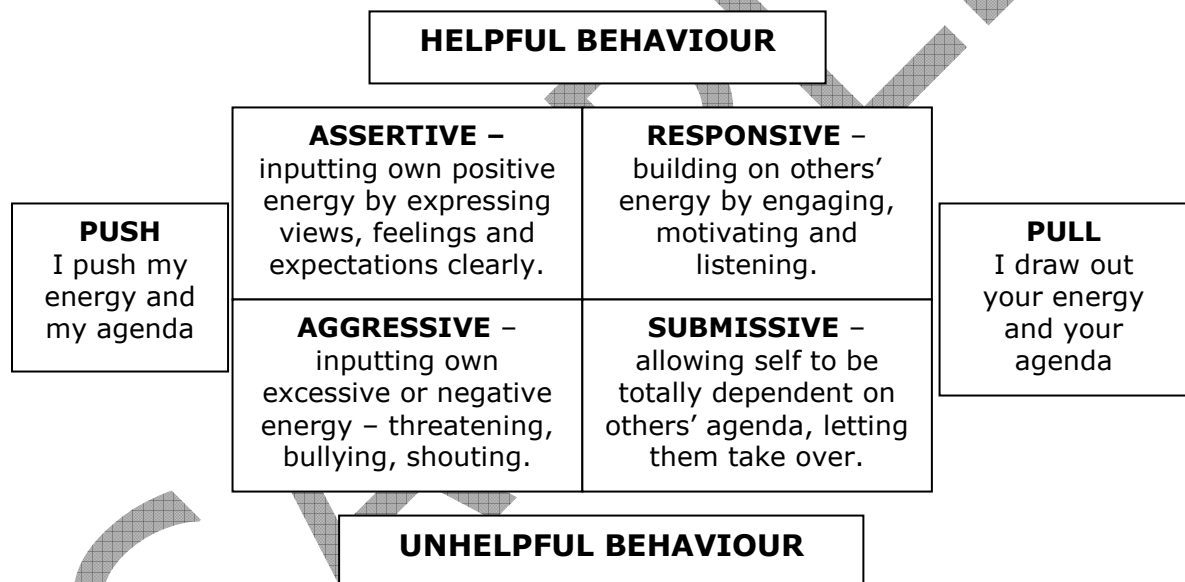


Influencing – Summary

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.

SAMPLE