

“Interpersonal Influence for Internal Audit”

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Structure

1. Default style
2. Research in Behaviour Change
3. Identity – be, do and have
4. Handle Objections
5. Personality Objections

2. Research in Behaviour Change

- F + E + A
- Unconscious mind reading – 'map of the world'
- You cannot, NOT...communicate
- If you could read and master objections...what could be achieved?

3. Identity.... to Skills

- Identity...be, do and have...
- Beliefs
- Values
- Capabilities
- Behaviours
- Skills

4. Handle Objections

- Do you really know what happens?
 - Decision Team
 - Stakeholders agenda
 - Client Culture
 - Client Politics
 - Processes
- Technical mastery
 - Be 'water tight' & Inoculate
- 'Know self'
 - 'Hot' and 'cold' buttons
 - Flexible delivery

5. Personality: Power

■ Assertive

- Active
- Confronts
- Decisive
- Compete
- Impatient
- Challenge
- Direct
- Forceful
- Forthright
- Proactive

■ Receptive

- Steady
- Accepts
- Studied
- Cooperate
- Relaxed
- Receptive
- Indirect
- Thoughtful
- Reflective
- Reactive

5. Personality: Emotion

■ **Introverted**

- Formal
- Unmoved
- Structured
- Private
- Cautious
- Distant
- Formal
- Rational
- Reserved
- Organised

■ **Extroverted**

- Laid back
- Lively
- Random
- Affiliative
- Trusting
- Sociable
- Informal
- Intuitive
- Friendly
- Casual

4 Dominant Types

Regulator

Visionary

Analyst

Facilitator

Summary

- Default style
 - Experiment
 - Rehearse & Practise
- Research in Behaviour Change
 - Clear F+E+A
 - Start with the end...
- Identity – be, do and have
 - Clarity of Beliefs
 - Solid core values
- Handle Objections
 - Decision tree
 - Stakeholders
 - Politics and policies
- Personality Objections
 - Look in the mirror
 - Sell benefits to RVFA
 - Rehearse

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