

Interpersonal Influence

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Objectives

- Examine models of Influence
- Create a self confident image
- Develop communication strategies
- Appraise own style effectiveness
- Practise strategies and styles
- Support others in the team
- Develop action plans

Outline

■ Day 1 am

- Objectives
- Role Play 1
- Barriers
- Body Language
- Personality & Difficult People

■ Day 1 pm

- Difficult people
- Role Play 2
- Summary

■ Day 1 am

- Summary
- Listening
- ID
- Six Strategies
- Bad News

■ Day 2 pm

- Role Play 3
- Action Planning
- Summary

How we will work?

- Input
- Exercises
 - Role Plays
 - Facilitation
- Learning Log
 - Personal Notes
 - Choose from whom to receive input
- Action Plan
 - Progress

ID & Self Knowledge

Known Self & Known to Others

Unknown to Self - Known to Others

Known to Self & Unknown to Others

Unknown to Self & Others

Role Play 1

- Teams Working Together
- Role of Auditor, BU Manager, Facilitator
- Self Manage
 - Prep
 - Role Play & FB – some rules
- Time Keeping
- Review Session

Review

- Script.....60
- Start with.....
- Features vs. Benefits
- Do you really know what happens?
 - Decision Team
 - Stakeholders agenda
 - Client Culture
 - Client Politics
 - Processes
- Technical Objections
 - Be 'water tight' & Inoculate
- Personality Objections
 - Know self'
 - 'Hot' and 'cold' buttons
 - Flexible delivery

Barriers to Communication

- Planning & Sending
- Receiving
- Understanding
- Acceptance
 - (Notes)

Confident Communicator

- The map is not the Territory
- Conscious Unconscious Awareness
- Information in – Filters GDD
- Run it past Beliefs & Values
- Create Emotional Response +ve or –ve
- Respond

How we Communicate

7%

38%

55%

Body Language

RVFA

- Know Self
- Read Others
- Adjust Message for Recipient
- Send Message
 - (Exercise choice input from 2)

Personality (Power)

■ Assertive

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

■ Receptive

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

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

Scripts for Difficult People

- 4 Types – what's the worst they can say or do to you?
- How can they undermine your authority?
- How can you get them to think again about the implications of their resistance?
- Learn assertive techniques in context

Role Play 2

- Teams Working Together
- Role of Auditor, BU Manager, Facilitator
- Self Manage
 - Prep
 - Role Play & FB – some rules
- Time Keeping
- Review Session

Summary Day 1

- Log
- Initial image and ID
- Look in the mirror
- Scripting & Planning
- Barriers to Communication
- Listening & Questioning
- Body Language
- Confidence is a state
- Technical objections
- Personality Objections
- Rehearse objections – future pace
- Build relationship

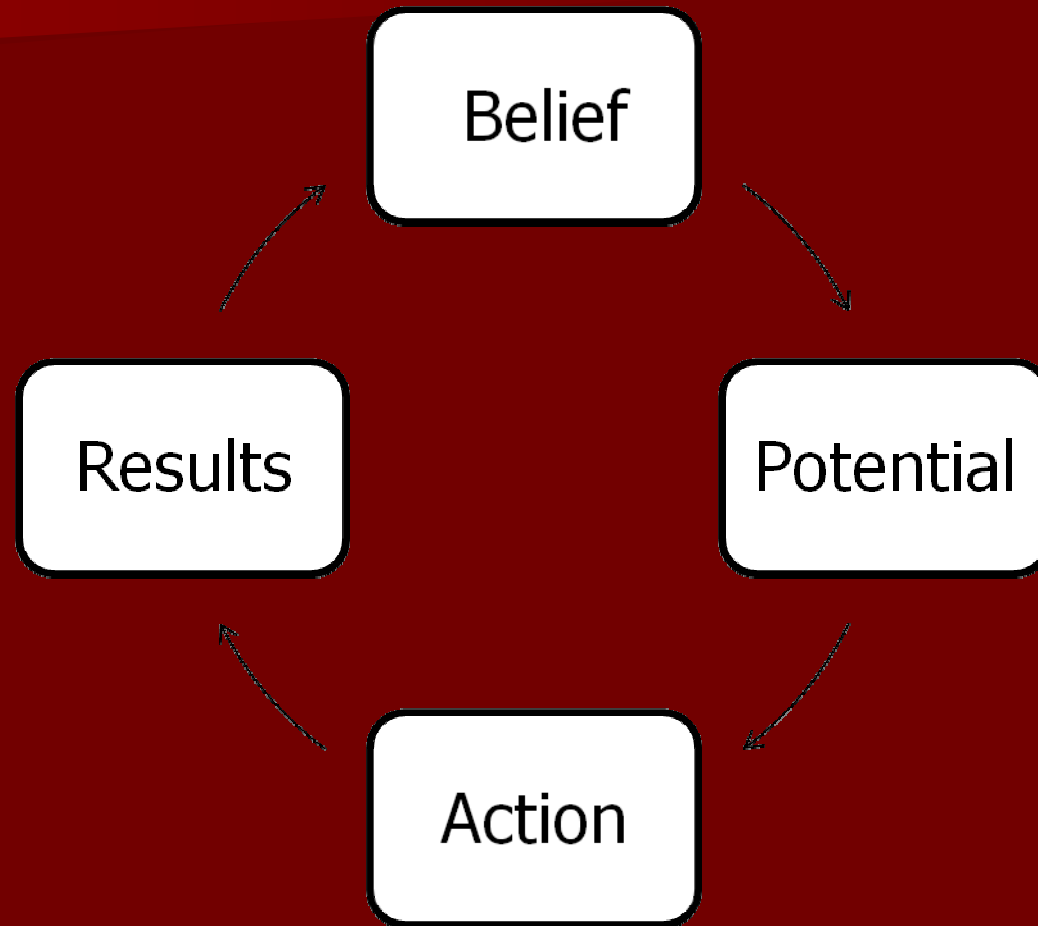
Questioning

- Open vs. Closed
- Elements of why....
- Hypothetical
- Funnel
 - General to specific
- Rapport Building
 - Paraphrasing
 - Reflecting or Echoing
 - Clarifying

Listening

- Hearing not Listening
- Empathetic & Non Judging
- Attention curve
- Speed
- Interest vs. Listening
- 3 Levels
- Need stimulation
- Tonality
- Non verbal
- Quality of questions determined by listening

Power to Grow



Identity: Influencer

- Identity
- Beliefs
- Values
- Attitudes
- Behaviours
- Skills
- Environment

Six Strategies

- Rationality & Logical
- Sociability
- Assertiveness
- Negotiation & Bargaining
- Consensus
- Higher Authority

Giving Bad News

- Identify the behaviours
- Focus on the behaviours – keep it impersonal
- Implications & Consequences
- Ask what will change
- Seek permission to give feedback
- Assess how they will measure progress
- Facilitate an action plan

Role Play 3

- Teams Working Together
- Role of Auditor, BU Manager, Facilitator
- Self Manage
 - Prep
 - Role Play & FB – some rules
- Time Keeping
- Review Session

Review + 10 Tips

- Start.....
- High energy
- Listen first
- Assess objections
- Personality
- Confidence....as..if
- Use Influencing
- Physiology
- Broken record
- Assertiveness

Action Plan

- Communication, Questioning and Listening Skills
- Body Language and congruency
- RVFA
- Six Influencing Styles
- Bad News