

TOP TIPS FOR INFLUENCING



1. Establish a generally relaxed and positive attitude to others. Be comfortable in your own skin.
2. Be genuine with people; share your objectives.
3. Holding a mindset of positive regard and genuineness towards others creates positive outcomes all round.
4. Smile and hold eye contact and practice good, supportive, non-verbal behaviour.
5. Remember names and use wherever possible.
6. Be a good listener. Concentrate 100% on the person talking. Do NOTHING ELSE at the same time.
7. Listen more and speak less. Ask questions and actually listen to the answers.
8. Use a pause as a buffer and then paraphrase back to check understanding, and help people feel 'heard'.
9. Be empathetic rather than sympathetic at work.
10. When trying to influence work colleagues concentrate on their behaviours and attitudes. Don't delve too deeply into personalities and values. Think about the positive aspects of this person as you address the issue you want to change in order to exhibit positive verbals and non-verbals to support the communication. Be specific when bringing up the undesirable behaviours or actions that you want to change. Encourage an understanding of how their undesirable behaviour impacts on others or the organisation and be clear about what it is you want the person to change and why.
11. Share your passion for a project or new idea – belief and passion is a magnetic combination!