

Section 5

5.10 - Influencing

Summary

Introduction

Why?

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

Basic Model of Influencing

HELPFUL BEHAVIOUR

PUSH

I push my energy and my ASSERTIVE - inputting own **RESPONSIVE** – building on positive energy by others' energy by engaging, expressing views, feelings motivating and listening. and expectations clearly.

AGGRESSIVE - inputting own excessive or negative energy - threatening, bullying, shouting.

SUBMISSIVE – allowing self to be totally dependent on others' agenda, letting them take over.

PULL

I draw out your energy and your agenda

UNHELPFUL BEHAVIOUR

Energy

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

PUSH ENERGY	PULL ENERGY
 Comes from me My Intention – changing others' position Direction chosen by me Use my energy to express my position 	 Comes from you My Intention – deeper understanding of your position Direction chosen by you Focus is on drawing out your energy

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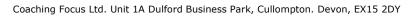
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Words, Voice and Body Language

	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.



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