PRINCIPLES OF INFLUENCE

Six simple steps that fast-track return to work

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ON THE FRONT FOOT - SIX SIMPLE STEPS

1. Create a connection

- Do you assume a connection can be made

2. Active listening

- Focussing and listening to a client can help formulate questions

ON THE FRONT FOOT

3. Great questions

- Come up with questions that open up possibilities for the client

Good questioning skills may be the world's most unsung talent. Ask the right questions in the right way, and you'll engage people; do it differently, and you'll put them off.

http://youthlearn.org/asking-questions/

ON THE FRONT FOOT

4. Acknowledging (them as a person)

- Appreciating their interests and skills
- It may be the question that gives leverage to start exploring what is important to them

> *It is more important to respond reflectively and to show interest in what has been said, rather than focussing on what has not yet been said.*
>
> Cameron, H (2008), *The Counselling Interview,* Palgrave Macmillan

ON THE FRONT FOOT

5 . Agree to disagree and overcome objections

- Don’t make it a verbal boxing match
- People attack to protect themselves from the uncertainty of what they are going through. Why they’re doing this takes us back to the questions.

ON THE FRONT FOOT

Influence…

- The ability to impact and inspire others
- Inspires action on an idea that you believe in and know would help

'In order to carry a positive action, we must develop here a positive vision.'

Dalai Lama

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ON THE FRONT FOOT

Dale Carnegie says:

'When dealing with people, remember you are not dealing with creatures of logic, but creatures of emotion.'

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