

Positive power and influence

PUSH	Influence Behaviour
Persuading	Proposing: <ul style="list-style-type: none"> • Ideas "I suggest that..." • Suggestions "I propose that..." • Recommendations "Consider this..." • Questions that suggest a proposal "Here is an idea..."
	Reasoning: <ul style="list-style-type: none"> • Facts and logic in support or opposition "The reasons are..." "Let me explain..." • Argument for or against rhetorical questions "Let us look at the history..." "Here is my thinking..." "The data indicates..." "The studies show that..."
Asserting	Stating expectations: <ul style="list-style-type: none"> • Needs "I like..." • Demands "I don't like..." • Standards • Prescriptions
	Evaluating: <ul style="list-style-type: none"> • Positive or negative judgement "I want..." • Personal and intuitive
	Using incentives and pressures: <ul style="list-style-type: none"> • Specifying the ways and means you control which meet others needs "If you do, I will..." "If you don't, I will..."

PULL	Influence Behaviour
Bridging	<p>Involving:</p> <ul style="list-style-type: none"> • Soliciting views, ideas and information from others. “Help me understand...” “I am really interested in what you said about...” • Encouraging participation. “Tell me more about...” “I would like to know what is behind...”
	<p>Listening:</p> <ul style="list-style-type: none"> • Paraphrasing “So you are saying that...” • Summarising “If I understand you, then..” • Reflecting feelings “You must be feeling...” • Giving one's interpretation of others position “Do you mean...?” “What I am hearing is...” “It sounds like you are worried that...” <p>Disclosing:</p> <ul style="list-style-type: none"> • Admitting mistakes “I need your help...” • Revealing uncertainty “I have a problem and need your advice...” “You are right, it was a mistake to...” • Asking for help “I am confused (worried uncertain, in doubt etc)”

<p>PULL</p>	<p>Influence Behaviour</p>
<p>Attracting</p>	<p>Finding common ground:</p> <ul style="list-style-type: none"> • Highlighting common values, beliefs, ideas “We both believe in...” “With your experience in... and my ability to...” “We have come along way together...” • Agreement or synergy “I know that times have been hard for both of us...” “Our way of seeing things is different...” “We are really in a unique position...” “I see we agree on a number of things...” “Together we could...” “We have always succeeded in the past...” “We have had a hard time getting to this point...” “We are different from the others...” “If they only knew what we know about...” “We have both experienced that course (or book, procedure, education, religion, growing up, organisation and so on...” <p>Visioning:</p> <ul style="list-style-type: none"> • Viewing future with optimism “A year from now, I can see us...” • Picturing ideal outcome “You and I will be...” • Using positive metaphor, analogy or word pictures “What is the best possible outcome for you...” “You know things could be different for us...” • Using emotional language “Let me tell you how I see it happening - join in when you have some thoughts...”