Influence practices

Each of these individual practices create or enhance your ability to influence others. Think about which you routinely use and choose three which would make a difference if you began to use them.

Observations & Ideas

Encourage others to speak

- Ask for the ideas from others
- Invite participation by everyone
- Specifically ask people to speak or participate

Be supportive when people participate

- Help develop the ideas of others
- Acknowledge what view points people bring
- Protect new and not yet feasible ideas
- Allow people to finish their speaking
- Avoid non-supportive, non-verbal behavior
- Listen generously and respond with tact

Be easy to work with

- Let others know they can disagree with you
- Have your position power be a non-issue
- Be open to alternative approaches, ideas, questions
- Show interest in others as people
- Be great with people after they disagree
- React objectively when your ideas are challenged
- Be thoughtful about how you say things
- Present your ideas honestly
- Be willing to be candid with people
- Be accessible to people
- Acknowledge when people have changed your thinking

Manage the conversation process

- Clarify conversations when needed
- Ask questions to deepen the discussion
- Simplify complex conversations
- Summarize where the process is and suggest next steps
- Keep the conversation on track
- Stay out of the content if you are managing the process
- Check out the process with the group before beginning
- Capture and restate key points in the conversation
- Summarize points of understanding

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