

**LEADERSHIP IS INFLUENCE.** JOHN MAXWELL

**SUCCESS IS 10% TECHNICAL SKILLS AND 90% AN ABILITY TO GET ON WITH, AND INFLUENCE OTHERS.**

**TRAINING IN THE PRACTICAL USE OF INFLUENCE ASSISTS PEOPLE TO BECOME MORE SUCCESSFUL AT WORK.**



# INFLUENCE



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**CREATE CONNECTION**

**ASK GREAT  
QUESTIONS**

**BUILD AGREEMENT**

**ACTIVE LISTENING**

**PRAISE OTHERS**

**OVERCOME  
OBJECTIONS**

# GREAT QUESTIONS

**WHY** do you always do this?

OR

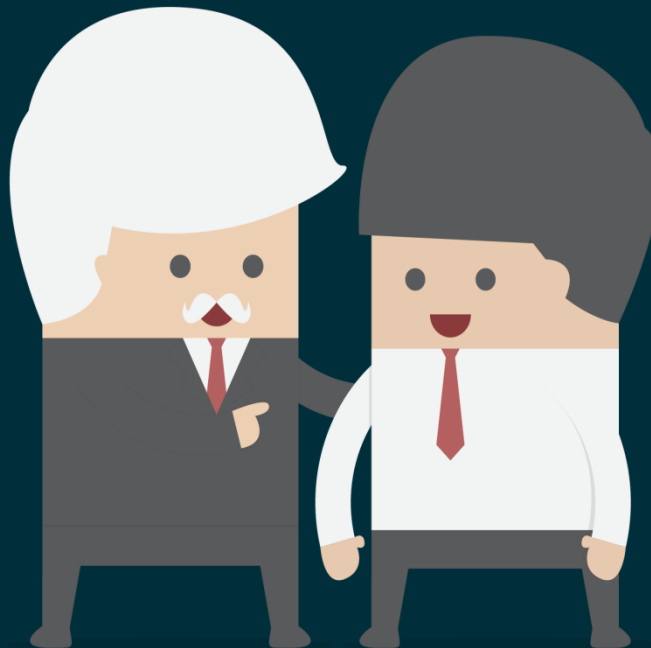
**HOW** can you do this differently next time to get that result you were aiming for?



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# PRAISE OTHERS – 2 STEPS

1. Specific **action, choice, behaviour**
2. The **quality** that will assist return to work

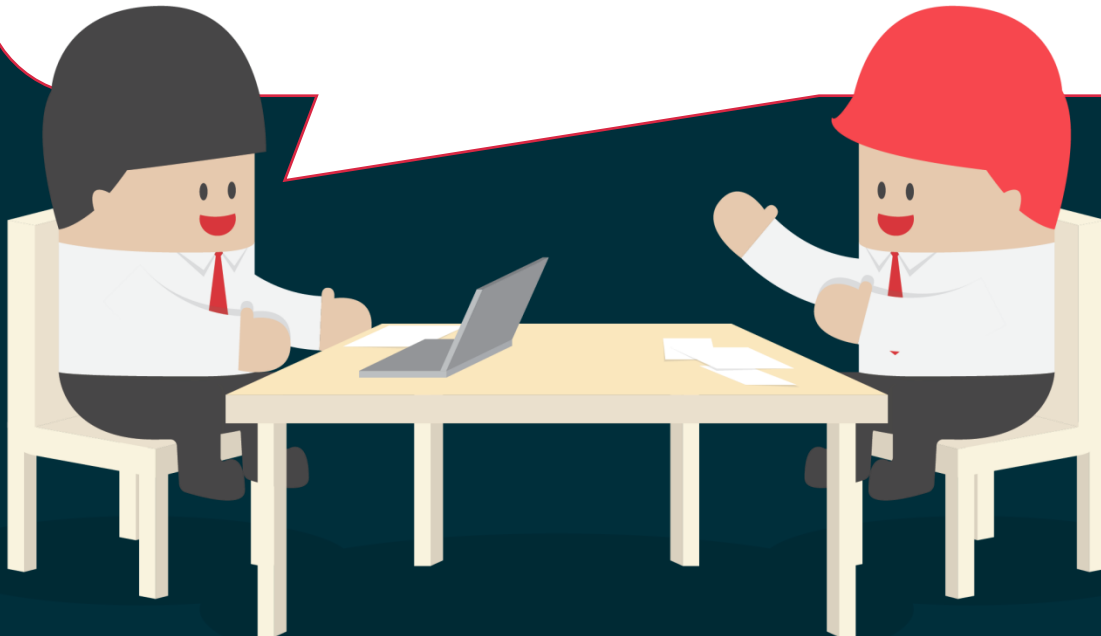


# EXAMPLE

Tom, I want to acknowledge you. Getting a part time job is a great move for you and you did it, even though you were nervous.

**And its more than that.**

I want to acknowledge the courage I know this decision took. I admire that. Well done.



# REDUCE RESISTANCE



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- Money
- Restrictions
- Personal Life
- Time
- Support



# COVER OFF IN ADVANCE

You sound like you really enjoy getting on with things and making things happen.

... Let's walk through the **support** you will have when you get back to work so you can focus on getting on with it.



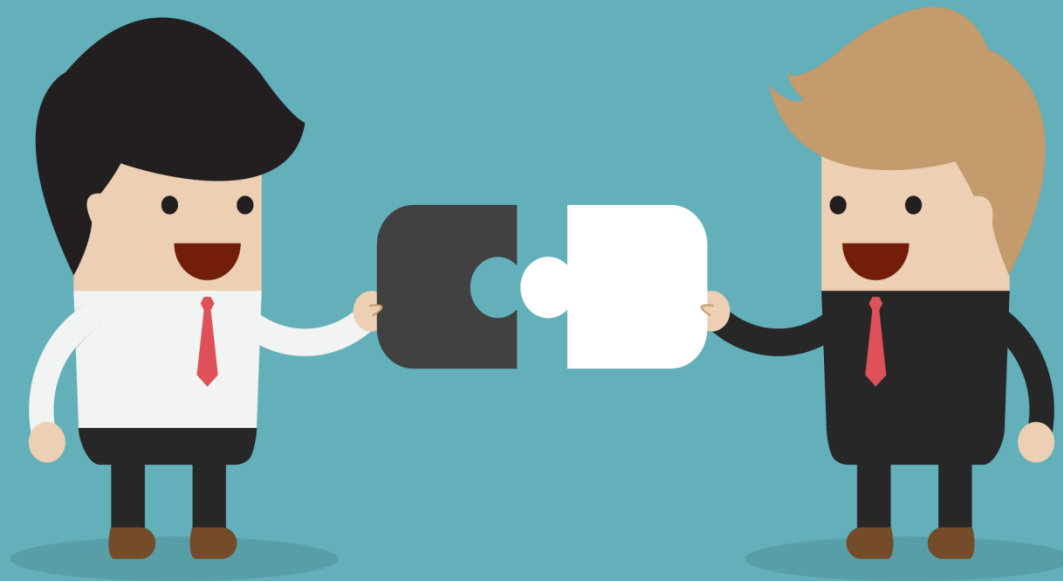
# NEVER WRONG

EITHER

- You address the concern

OR

- They are not concerned.
- You acknowledge how their attitude will help them get back on their feet!



# RESOURCES

- On the Front Foot
- Influence – Cialdini
- To Sell is Human – Dan Pink
- Behavioural Insights UK
- [www.thecatapulteffect.com](http://www.thecatapulteffect.com)

