



360°

Influence

@ Work

WHAT IS INFLUENCING?

Persuasion and Influencing are Similar but Different1

INFLUENCING @ WORK

Managers Achieve Organizational Expectations Through Others1

TACTIC 1: REACH OUT

Expand Your Internal Network Beyond Your Team & Division2

TACTIC 2: PREPARATION

Being Prepared is a Core Factor to Success2

TACTIC 3: FORMING RELATIONSHIPS

Building Rapport is the Foundation of Influencing Others3

TACTIC 4: CREDIBILITY & TRUST

Both are Cornerstones to Successfully Influencing Others7

TACTIC 5: UNDERSTANDING OTHERS STYLE

Understanding & Adapting to Others Personal Style & Expectations8

TACTIC 6: ASKING QUESTIONS, ACTIVELY LISTENING

Influencing is About Communication & Collaboration13

TACTIC 7: THEIR SIDE OF THE TABLE

Empathetically Understand Others Thoughts & Feelings17

TACTIC 8: MUTUAL AGREEMENT

Techniques to Reach Mutual Agreement17

APPENDIX A: ASSESSMENT

- Your Style @ Work

