



THIRTY WAYS TO INFLUENCE OTHERS

Three Categories of Influence:

- To Model by Example (what others see)
- To Build Caring Relationships (what others feel)
- To Mentor by Instruction (what others hear)

Three Common Mistakes in How We Influence Others:

- Advise Before Understanding
 - Build/Rebuild Relationships without Changing Conduct or Attitude
 - Assume that Good Example and Relationship are Sufficient
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● WHO YOU ARE AND HOW YOU ACT

1. Refrain from saying the unkind or negative thing.
2. Exercise patience with others.
3. Distinguish between the person and the behavior or performance.
4. Perform anonymous service – without expectation of publicity or reward.
5. Choose the proactive response. Take responsibility for actions; don't blame.
6. Keep the promises you make to others.
7. Focus on the circle of influence – change circumstances by change in attitude.
8. Live the law of love. Listen with your third ear – your heart.

● BUILDING RELATIONSHIPS – DO YOU UNDERSTAND AND CARE?

9. Assume the best of others.
10. Seek first to understand, then to be understood. Listen! Walk in their shoes.
11. Reward open, honest expressions or questions.
12. Give an understanding response.

13. If offended, take the initiative to clear it up.
14. Admit your mistakes, apologize, ask for forgiveness.
15. Let arguments fly out open windows.
16. Go one on one – give attention and listen without censor, lecture, comparing.
17. Renew your commitment to things you have in common. What unites you?
18. Be influenced by them first.
19. Accept the person and the situation – don't have to agree, but do acknowledge.

 **INSTRUCTION: WHAT YOU TELL ME**

20. Prepare your mind and heart before you prepare your speech.
21. Avoid fight or flight. Talk through differences.
22. Recognize teachable moments, and take time to teach.
23. Agree on the limits, rules, expectations, and consequences.
24. Don't give up, and don't give in.
25. Be there at the crossroads. Think before you react.
26. Speak the languages of logic and emotion.
27. Delegate effectively, understand expectations, provide feedback.
28. Involve people in meaningful projects.
29. Train them in the law of the harvest. What we reap is what we sow.
30. Let natural consequences teach responsible behavior.

Adapted from: Covey, S.R. (1993). 30 methods of influence. *Public Management*, 75(8).

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