

How To Influence Others Over Whom You Have No Control

for

PMI NYC / NYC SPIN April 2007

Anita Dhir

adhir@medhira.com



MEDHIRA ENTERPRISES

collaborating for success

www.medhira.com

+1 (718) 340 8465

Copyright © 2007 by Medhira Enterprises

No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means — electronic, mechanical, photocopying, recording, or otherwise — without the permission of Medhira Enterprises.



Agenda

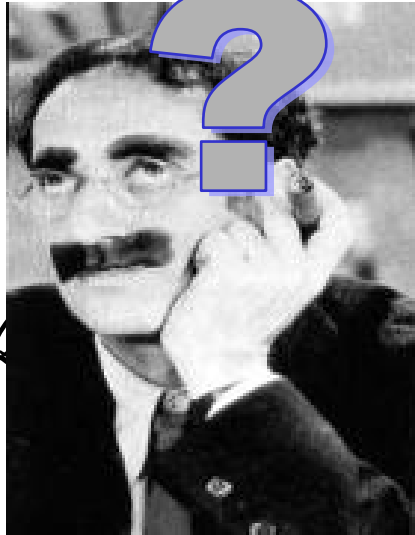
- Introduction
- How to Successfully Influence Others?
- Influencing Skills - Tips



Introduction

- What are Influencing?
 - ◆ Getting others to change their behavior, routine, activities, response, thinking, values, perceptions and even

Careers and Lives





Introduction

➤ Benefits of Using Influencing Skills

- ◆ Accomplished Goals
 - ◆ Company
 - ◆ Client
 - ◆ Team
 - ◆ Individual
 - ◆ Improved Relationships
- ◆ Easier Establishment of:
 - ◆ Direction
 - ◆ Approach
 - ◆ Resources
- ◆ Development of
 - ◆ Team Spirit
 - ◆ Team Synergy





Introduction

➤ Why are Influencing Skills so Hard?

- ◆ Very Difficult to Teach
 - ◆ No Formal Process
 - ◆ Need Practice & Experience
 - ◆ Require Self-Examination and Objectivity
- ◆ Many Barriers to Effective Use of Influencing Skills
 - ◆ Communication Technology
 - ◆ Personal Agendas
 - ◆ Time Pressure
 - ◆ Personal / Cultural Differences
 - ◆ Assumptions!

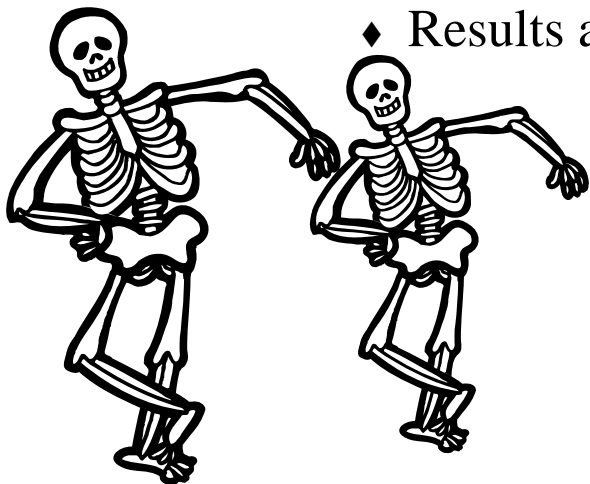




How to Successfully Influence Others?

➤ Need

- ◆ Both Hard Skills and Soft Skills
 - ◆ Require Judgment both Compliance
- ◆ Large Interpersonal Component
 - ◆ Results are often Interpreted more so than Observed



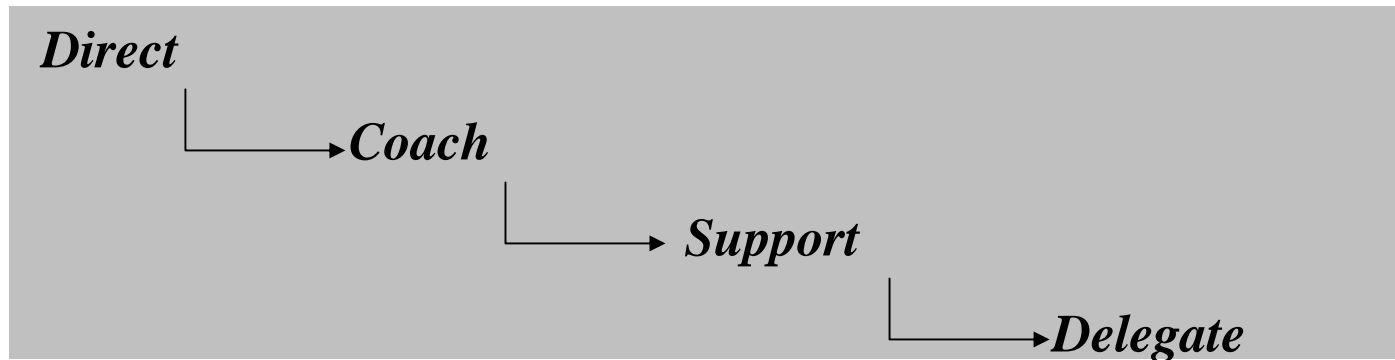
Hard Skills are about “Being Right” (Very Important)

Soft Skills are about “Being Effective” (More Important)



How to Successfully Influence Others?

➤ Use Different styles



➤ Know Thyself

- ◆ Self Assessment Tools
 - Myer Briggs Type Indicator (MBTI) Analysis
- ◆ Emotional Intelligence





How to Successfully Influence Others?

- Understand the Importance of :
 - ◆ Role Model



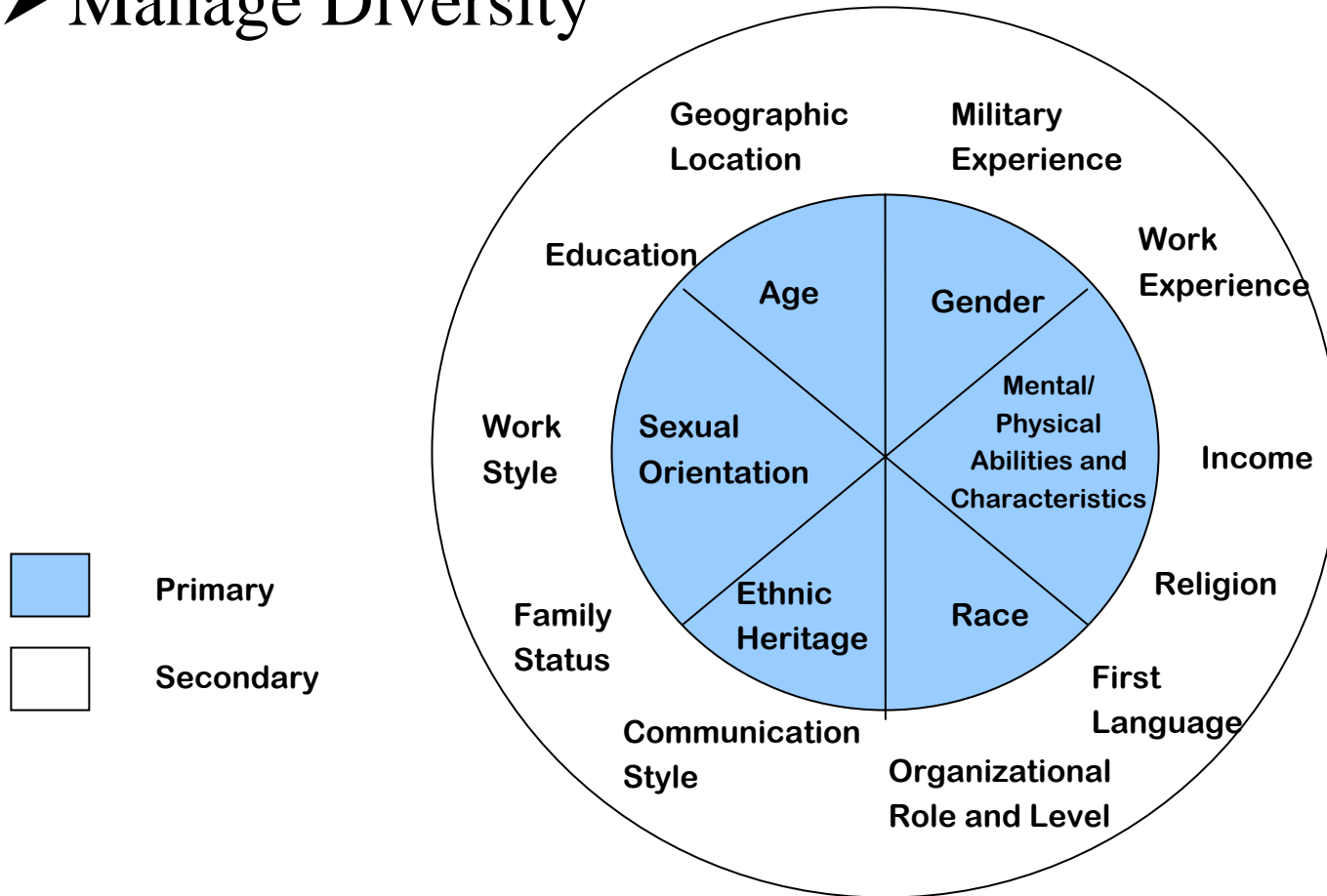
- ◆ Trust

Competence	Consistency	Loyalty	Openness
Integrity			



How to Successfully Influence Others?

➤ Manage Diversity



Dimensions of Diversity



How to Successfully Influence Others?

➤ Manage Conflicts

- ◆ Differences in religious beliefs, attitudes towards diverse others, clashes in family values, or in work ethic might result in interpersonal differences that surface in the work environment

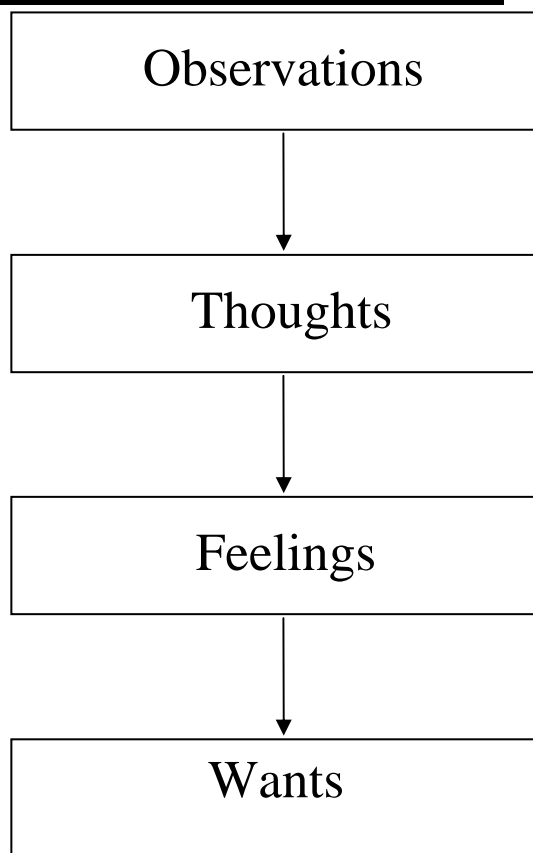


- ◆ Understanding Differences in Values / Perceptions
- ◆ Values are a common and difficult-to-resolve source of conflict between people



How to Successfully Influence Others?

➤ Provide Feedback



- See, touch specific behavioral and factual statements: *Saw, heard, noticed*
- Conclusions, Inferences, guesses based on observations: *It seemed to me, My thoughts are...*
- Appropriate expressions of Emotions: *I am disappointed, I feel, I'm pleased*
- Clear statement of result expected: *I would like to see, My suggestion is..*



Influencing Skills - Tips

➤ Interpersonal Skills

- ◆ Relationship Management
- ◆ Conflict Management
- ◆ Negotiating Skills - Diplomacy and Mediating
- ◆ Team Building Skills
- ◆ Mentoring



➤ Personal Skills

- ◆ Communications (Oral / Written)
- ◆ Problem Solving
- ◆ Results Oriented
- ◆ Positive Attitude





Influencing Skills – Tips (Cont'd)

- Motivation Theories
 - ◆ Maslow's Hierarchy of Needs
 - ◆ Expectancy Theory
- Organizing Skills
 - ◆ Information
 - ◆ Team / Resources
 - ◆ Communication
 - ◆ Work Assignments
 - ◆ Scope
 - ◆ Space





Influencing Skills – Tips (Cont'd)

- Use Effective Listening
- Clarify Expectations / Values
- Establish / Streamline Decision Making Standards and Procedures
- Manage, Review, and Celebrate Milestones Together
- First meaningful conversation can't be a confrontation – establish relationships up-front
- Focus first on areas of agreement
 - ◆ Create a better atmosphere for working on areas of disagreement
 - ◆ Seek common-ground outside the confrontation
- When experiencing stalemate, cool down rather than heating up



Q& A

