

Serving Up Difficult News

Exercise

What is your influence style? The more you learn about your own and others' influence style, the better you will be able to adjust to meet the needs of others. Use the Influencing Types Summary hand-out to walk through the influencing style types, and then work through the Influencing Style Map/Grid as it pertains to a current situation.

Influencing Types Summary

INFLUENCING STYLE TYPE

Harmonizer



MAJOR CHARACTERISTICS

1. Helpful, tolerant
2. Open and flexible
3. A quiet collector of information
4. Warm toward people
5. Likes to be imaginative and creative
6. Likes researching/ finding out

INFLUENCING BEHAVIOR

- Not overly assertive
- Tends not to be concerned about time
- Tends to interpret what they hear personally
- Might see some deadlines as unimportant
- Likes to bring people together

Visioner



1. Developer and investigator of ideas
2. Seller and promoter
3. Likes varied tasks
4. Quickly bored
5. Outgoing and future-focused
6. Likes to experiment

- Has high creative energy
- Likes to be resourceful
- Effective in a range of communication styles
- Independent-minded
- Likes to come up with good ideas

Orchestrator



1. Quick decision-maker
 2. Likes to organize and arrange
 3. Results-oriented
 4. Analytically minded
 5. Practical and down-to-earth
 6. Likes planning ahead
- Often exerts pressure
 - Likes to make things happen
 - Might overlook the feelings of others
 - Can be very time-conscious
 - Likes to achieve the task

Regulator



1. Good eye for detail
 2. Strong on control and standards
 3. Conservative
 4. Strongly purposeful
 5. Likes to complete things
 6. Delivery-focused
- Tends to be quiet and reflective
 - Can be meticulous
 - Concentrates well
 - Prefers order and system
 - Likes to follow through

Review:
 Personal success
 Personal biases
 Ongoing learning

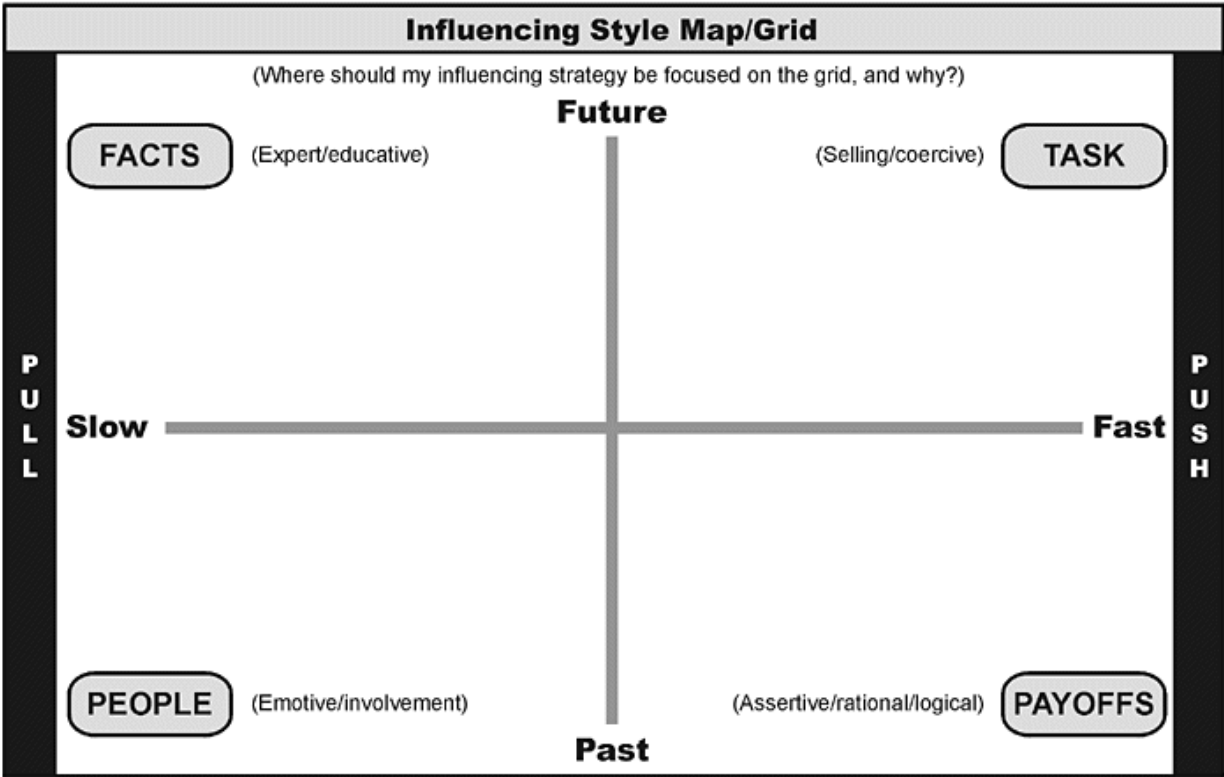


How?

Analyze:
 People's drives
 People's fears
 Relationship needs



How?



Apply:
 Influencing theory
 Influencing skills
 Influencing techniques



How?

Understand:
 Power relationships
 Achievement orientation
 Influencing strategies



How?

Evaluate:
 Responses
 Reactions
 Influencing tactics



How?

Learn:
 "Push" influencing styles
 "Pull" influencing styles
 Balanced styles



How?

