

### **DO:**

- Realize that employing both verbal and physical tools for getting others to do what you want them to do is acceptable behavior.
- Remember that the average person wants to do the right thing.
- Regard life as a experiment.
- Consider "civility" as the integration of personal well-being and other people's well-being.
- Use your political savvy to get things done.
- Recognize others if you are serious about respecting them.
- Attempt to bring cohesion to seemingly disparate elements of a situation.
- Respect what people already know.
- Remove barriers that may stand between you and others.
- Try to find common ground to stand on.

### **DON'T:**

- Confuse manipulative behavior with influencing for mutually beneficial purposes.
- Forget to consider the feelings of your influencee.
- Neglect the answers to numerous questions as you plan your influence strategy.
- Overlook the need to achieve win/win outcomes in negotiating.
- Rely exclusively on your most-favored cognitive style in order to solve problems.
- Force others to think as you do. Encourage them instead to explore best options.
- Hesitate to make demands--in the most tactful way possible.
- Operate with pretense as your base.

## **YOU WILL:**

- Find others influenced by your every gesture. Act with integrity in every case.
- Be more effective in your influencing efforts if you can speak multiple "languages."
- Be able to improve the ROI via the pPp Plan.
- Become more influential as you widen the spheres of influence.
- Increase self-confidence if you stretch yourself incrementally.
- Need to invite influencees to move beyond their comfort zones as well.
- Touch others when you influence.
- Help others to concentrate on your message if you can offer assurances first.
- Often have to make the first move if you hope to persuade others.
- Overcome resistance more easily if you can "emphasize the positives."
- Lessen the severity of "bad news" if you can offer multiple perspectives regarding it.

## **YOU WON'T:**

- Be able to separate enduring values from life experience.
- Grow unless you challenge yourself in big and/or small ways.
- Be able to influence well without considering the many components of the Circle of Influence.
- Be able to see the invisible without vision.
- Communicate as clearly without metaphors as you will with them.
- Maintain your influencee's interest very long without making exchanges pleasant.