

Influencing Style

Opening the Door to Communication

- Asking WHO questions
- Expressing optimism and enthusiasm
- Praising them (especially publicly)
- Discussing their opinions, ideas, and feelings; giving them social recognition or acceptance
- Inviting or including them
- Taking time to have fun
- Making them laugh
- Emphasizing the big picture not the little details
- Trusting them
- Using emotion to encourage and inspire them
- Respecting their social skills
- *Phrases:* "look on the bright side", "can-do attitude", "yes"

Closing the Door to Communication

- Speaking slowly or monopolizing the conversation
- Isolating or excluding them
- Rejecting their ideas or criticizing their dreams
- Taking advantage of their trust
- Expressing skepticism or pessimism
- Being aloof or curt with them
- Taking the fun out of things
- Pressing them for details
- Being argumentative
- Creating an unfriendly or impersonal environment
- *Phrases:* "disciplined approach", "automated response", "no"