

A group of business professionals in a meeting. A woman in a grey blazer is pointing at a tablet held by another person. A man in a dark suit is also visible, looking at the tablet. There are coffee cups on the table. The background is a bright, modern office setting with large windows.

Finding Your Voice- Influencing Others

Do You have the Confidence and Skills to Transform Presentations?

Before We Start...

- **The Old Poets of China**
by Mary Oliver

Wherever I am, the world comes after me.
It offers me its busyness. It does not believe
that I do not want it. Now I understand
why the old poets of China went so far and high
into the mountains, then crept into the pale mist.



Can the audience see your unique value?

Why are you the right Influencer?

- What's your unique qualification to be in front of this audience?
- Who else might be credible to influence them?
- What experiences do they need to know about you before earning trust? Are you relevant to their interest?
- Have you asked what they want to do, and cannot do without your help?

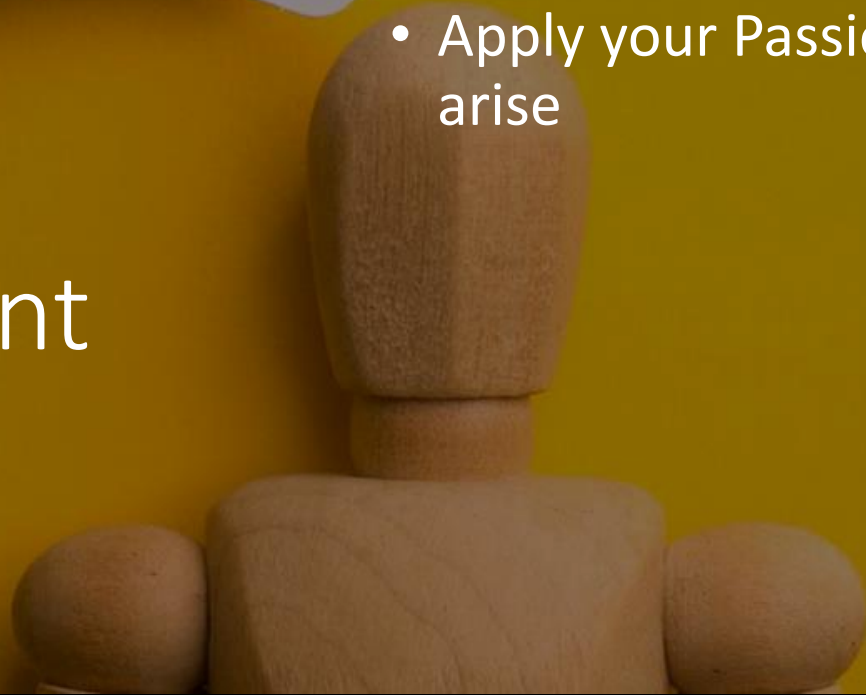




Managing Audience Engagement

Emotional Intelligence- your capacity to:

- Become Self-aware
- Self-Monitor Emotions
- Be Socially Aware of Others
- Manage Social Interactions
- Apply your Passion to Persevere when difficulties arise



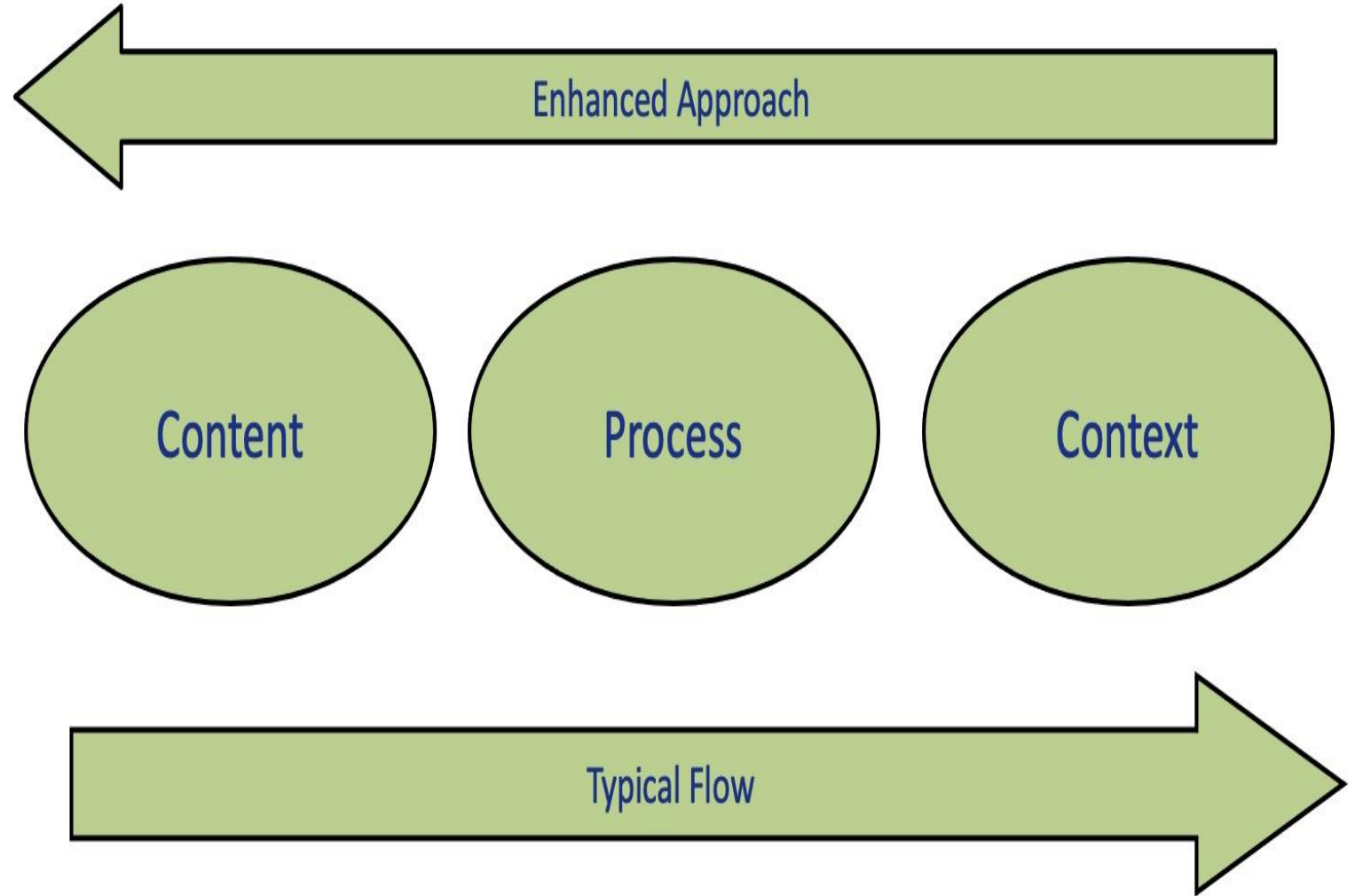


Emotional Quotient- Empathy

- Empathy is the ability to sense, understand and respond to what other people are feeling
- Self-awareness is an essential underpinning of empathy
- If you are not aware of your own emotions, you will not be able to read the emotions of others



Clearing the Fog- Influencing Audience Vision



Advocacy

State ideas

Reveal thinking

Engage other(s)

Listen



Inquiry

Solicit views

Tell why

Listen and understand

Experiment

Basic Elements of a Story

STAR-L

- **S**ituation
- **T**ension
- **A**ction
- **R**esult
- **L**earnings



Before you Advocate your PoV with Audience

Do you know what they know?



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graph TD; A[Do you know what they know?] --> B[Do you know what they believe?]; B --> C[Do you know what they feel?]; C --> D[Do you know what they do?];
```

Do you know what they believe?

Do you know what they feel?

Do you know what they do?

What Are You Asking Your Audience to Do?

What will they do?



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graph TD; A[What will they do?] --> B[What will they feel?]; B --> C[What will they believe?]; C --> D[What will they know?];
```

What will they feel?

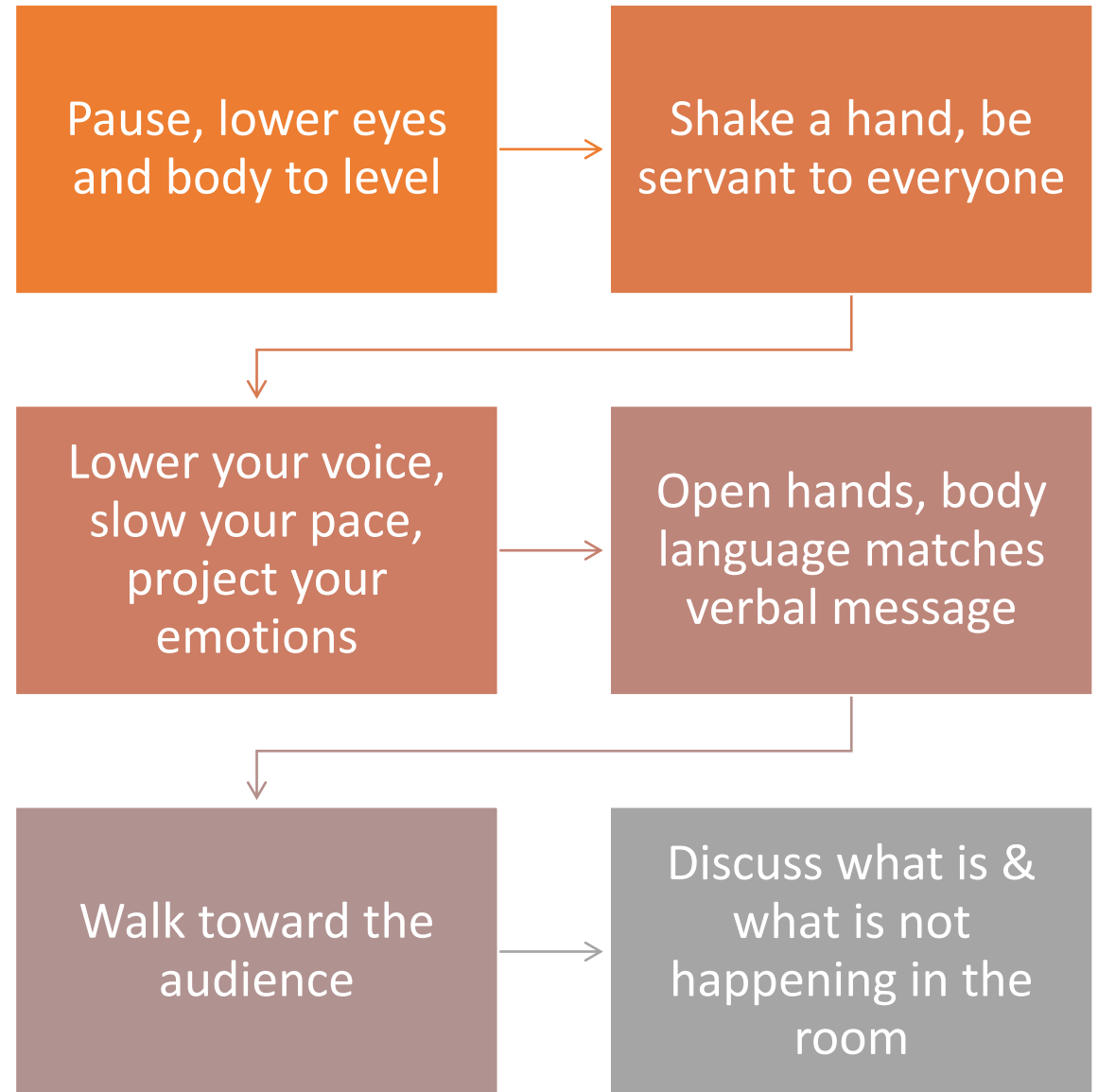
What will they believe?

What will they know?

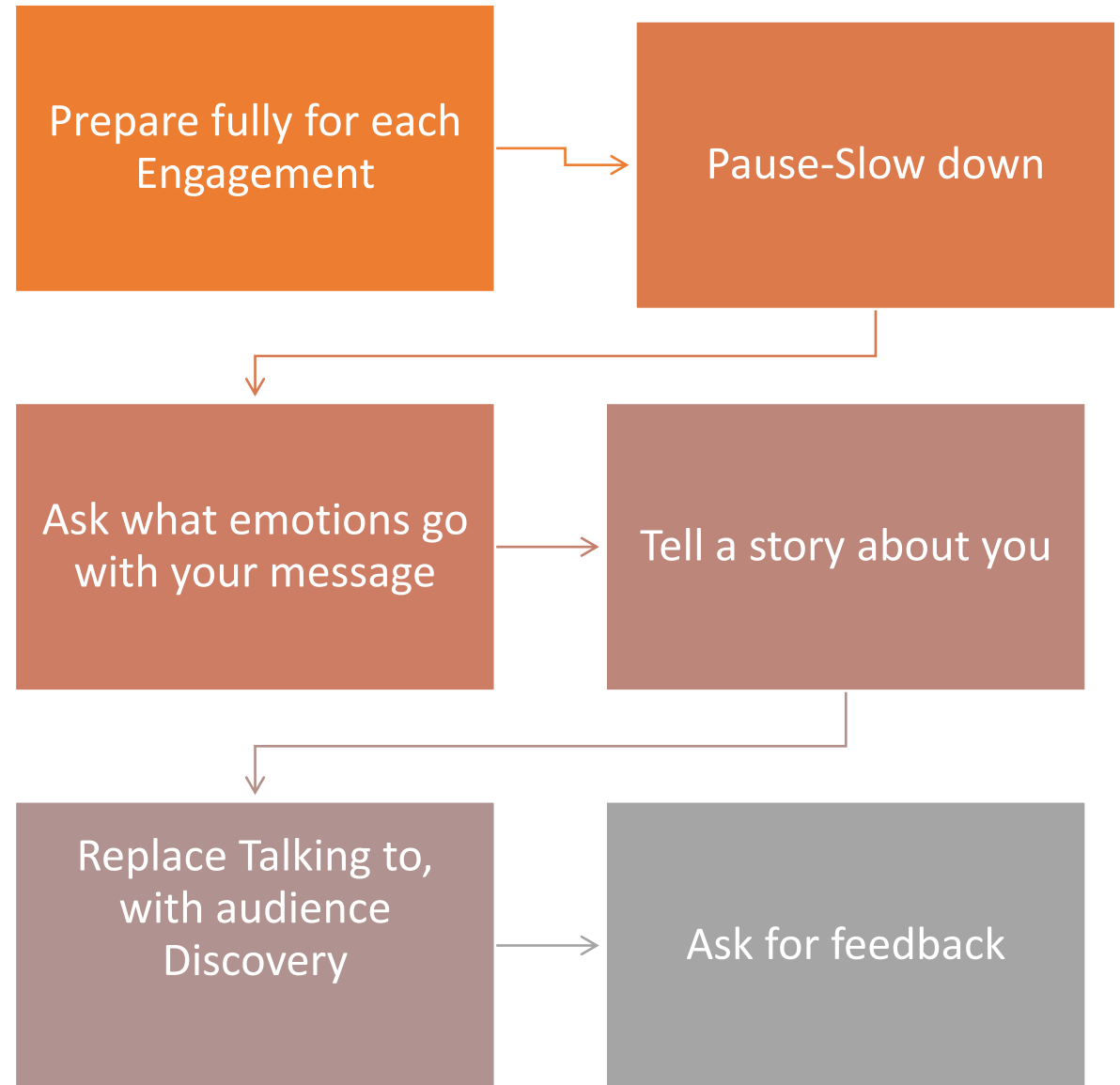
Are PowerPoints a
Crutch?

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Behaviors that increase audience Engagement



How to Eliminate Sheep Sounds



Avoiding Death by Denial

Ask	Ask for insights and provocateurs
Use	Use buddy system- peer review makes room for “stupid questions”
Test	Test understanding and commitments by corralling small groups
Bring	Bring small groups into the “big room” to reveal themes
Address	Address “realities” –Moose on the Table

Charisma Secrets – Creating Attraction

1

Actively seek audience impressions

2

Discover what excites audience attention

3

Visit engagement location prior to the meeting

4

Recruit a cultural guide to illuminate blind spots

Ways to Gain Audience Respect

- Upgrade your First Impression- Wear comfortable clothes that enhance your best qualities
- Smile with entire face, greet with openness
- Don't permit Talk Overs in the room
- Compliment competing opinions, alternative ideas
- Openly share your vulnerabilities



How to avoid losing your focus?



Are You Pushing or Pulling the Audience?

Tell

Tell the audience you have experience guiding such work expeditions and will guide the team through difficult but known challenges

Ask

Ask the audience what they know about the situation and likely actions to take

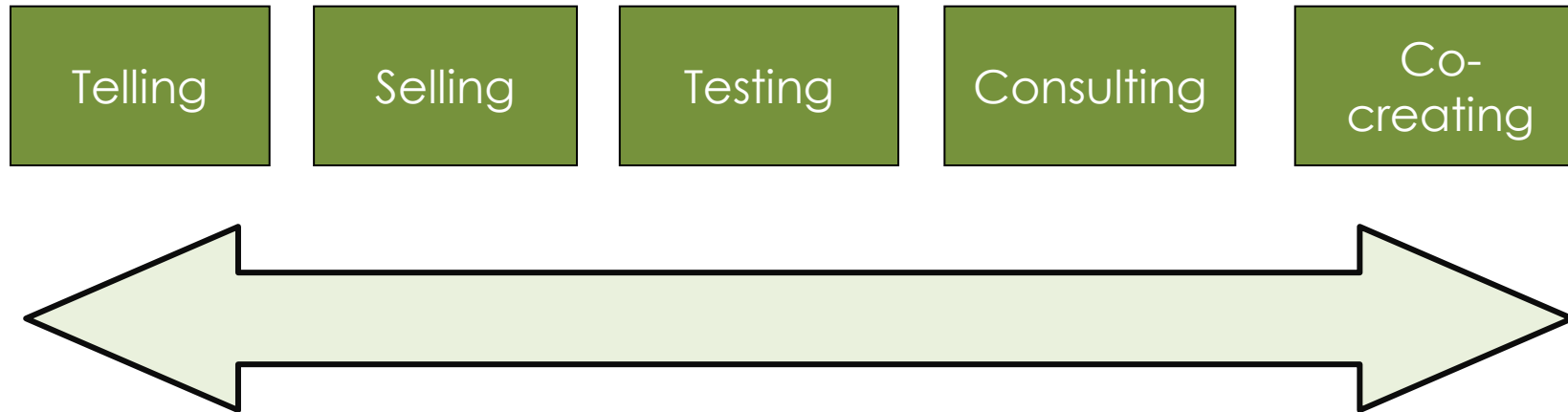
Reveal

Reveal to each audience what you know about the topic

Define

Define the Gap-
Manage the process of when to push solutions or pull solutions from the audience

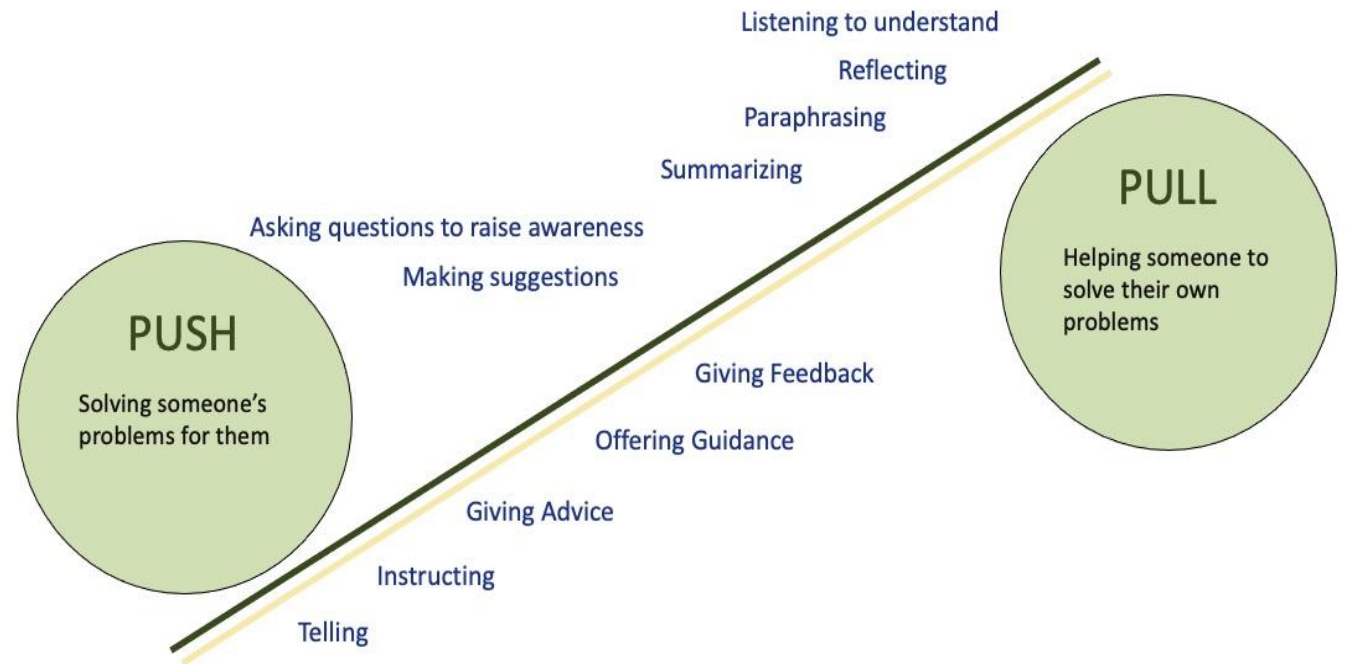
Spectrum of Conversations for Building Shared Vision



The challenge: think carefully about which approach you will use in any given set of circumstances and make a conscious choice on the spectrum.


Understand How to Influence Your Audience

Directive Versus Non-Directive Vision



Five Ways to Lose Credibility

- Assuming negative intentions in an ambiguous situation
- Using sarcasm to tell others what to do
- Taking every opportunity to call attention to yourself
- Trying to “win” every moment of banter with audience
- Managing tensions in the room improperly- My way or the highway, personal attacks, etc.

A stylized sun graphic on the left side of the slide. It features a solid yellow circle at the bottom left, with several yellow dashed lines of varying lengths curving upwards and to the right, suggesting rays of light. The background is a solid orange color.

How to deal with
uncertainty? *-Managing
Critical Moments*

Three Rules of Evidence- How to Influence and Build Commitment

1. Fact

2. Hypothesis

3. Opinion

- Facts are easily verifiable with evidence
- Hypotheses pose worthy questions that call for evidence
- Opinions are chosen, may or may not be shared, and can be changed by choosing again



Insights & Search



Thank You! If you have additional questions-

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