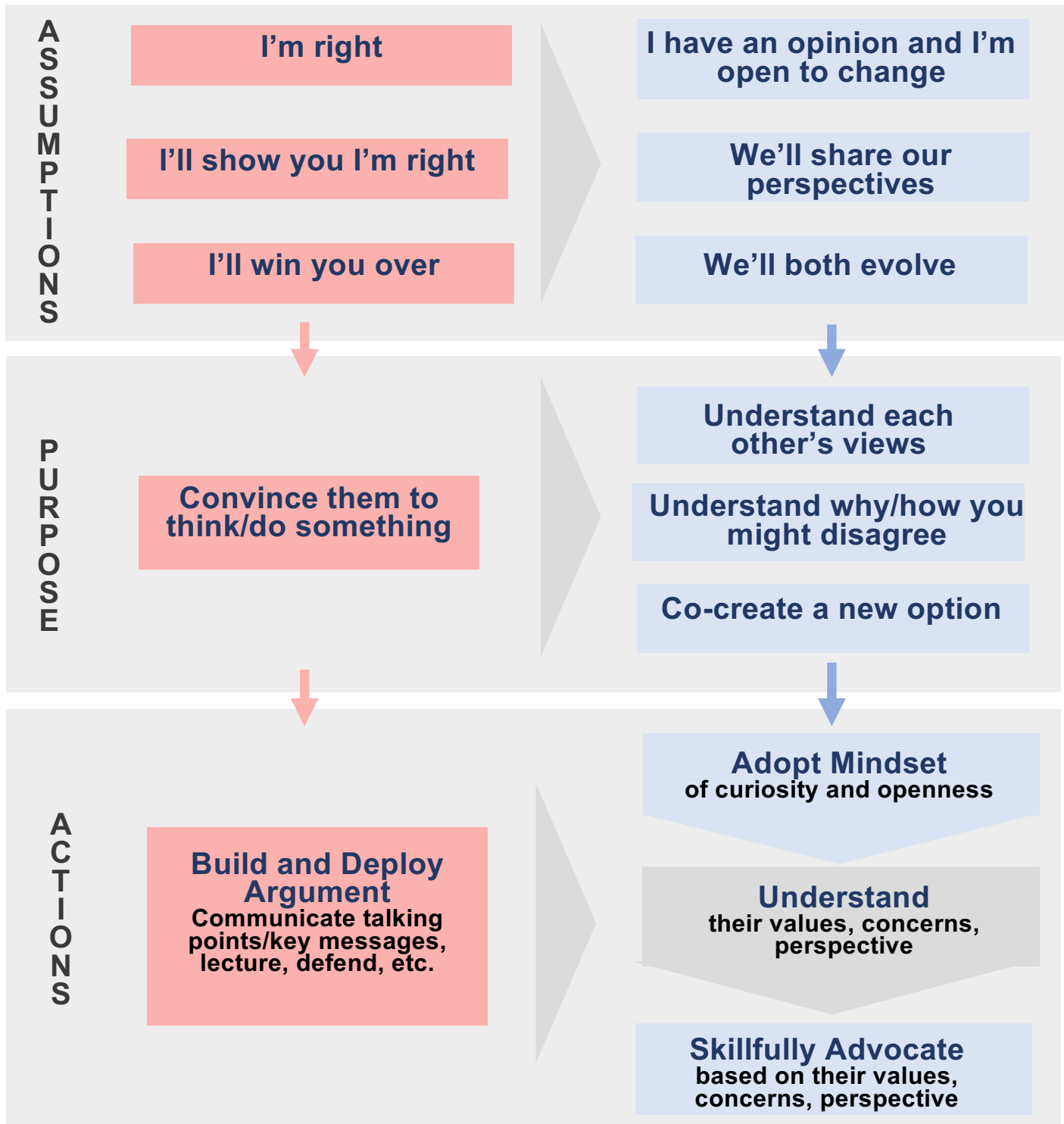


Influence Goals

It's critical to think clearly about your goals in a conversation where you're trying to manage difference. If your purpose is simply to convince them to adopt an idea you have already created, you may want to rethink your assumptions, adjust your purposes, and develop different actions.

COMMON APPROACH

ADVICE



Influence Checklist

Before having any conversation to manage difference, consider asking yourself the following questions.

Adopt Mindset of curiosity and openness

- Self awareness: Am I aware of what persuades me?
- Do I have the appropriate mindset? Am I present? Am I open to learning?

Understand their values, concerns, perspective

- Am I balancing the three skills of understanding before moving to skillful advocacy?
- Am I really understanding the problem before I'm trying to solve it?

Skillfully Advocate based on their values, concerns, perspective

- Am I tailoring the argument to the audience?
- Am I demonstrating openness to being persuaded?