

## Influencing Top Tips

**Demonstrate Integrity** - be honest, people will see through you and feel uncomfortable when you try to manipulate them

**Develop Relationships** - networking is a powerful way to influence

**Show Enthusiasm** - great influencers use their emotions, not just facts and figures to convey their point of view

**Be Patient and Resilient** - don't expect immediate results

**Listen to Understand** - this means listening carefully and with patience; ask for clarification if you don't quite understand something said. You can't influence without the other person having confidence that you know where they are coming from

**Know Yourself** - so that you can understand others

**Be Prepared** - do your ground work and plan what you are going to say and practise if necessary

**Build Rapport** - by really listening and bringing together your desired outcome with someone else's needs, you immediately establish rapport.