

Engaging Others Early

The Art of Influence in Return to Work



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You can have
service without

Influence

but not

without service

Influence

Influence is not a **dirty** word

is the ability to **impact** and
inspire others

is **action** on an idea that you
believe in and know would
help them

building blocks for
influence



Rapport building

Listening

Questioning

Disagreeing without breaking rapport

Reducing resistance & overcoming objections

Language

Reduce Resistance

& overcome barriers
before they fully form

fast-track RTW

Feel Like a Holiday?



Hi, I'd like to go to Europe. I want to see as much as I can.

You sound like you know exactly what you want. Let me show you a range of packages to suit every budget. We can find a good fit for you.

Sound great.

The operators get that lots of us don't have much time. Express trips cover the popular cities in less than two weeks. How long are you planning?

I was thinking 3 weeks.

Great choice. We definitely have something for you. And I should say that **our operators make safety a priority**. And we offer travel insurance to put your mind at ease.

What are the Barriers?

- Timing
- Ability to do the job
- Financial
- Support



*Acknowledge
in advance*

First Conversation

You sound like you really enjoy getting on with things and making things happen.

I think we should walk through what support you have available when you get back to work so you can focus on getting on with it.

- Acknowledge them.
- Covering off on their fears about support and uncertainty of process.

Or Try This

I know you may be nervous about your return to work. That's ok.
I will work with you to give you the support you need.

Got it
Wrong?
Never!

- either they are nervous and you have addressed the concern; or
- they tell you they are not nervous and you can acknowledge how much their attitude is going to help them get back on their feet!

Change It's Meaning

These are great questions. You are obviously considering the next step very seriously. These are the types of questions that allow you to become completely comfortable with your return to work timeframe.

So, what else would you like to ask BEFORE YOU START RIGHT NOW?

Use Stories





*Influence
is a life
skill!*

Questions?



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