

Understanding Others

The Art of Influence in Return to Work



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Today

understanding
others
and fast-tracking

influence

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

Articles provided the
building blocks for
influence



Rapport building

Listening

Questioning

Disagreeing without breaking rapport

Reducing resistance & overcoming objections

Language

Great Questions

Change a person's focus & impact directly on how they feel

Allow a person to choose something positive to think about instead of dwelling on negative

Open up new avenues to previously untapped resources they have available

= Better Answers

Reduce Resistance

Objections:

Financial

Physical restrictions

Time

Support

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.

It seems that there are so many people wishing their life after injury was different and not doing something about it.

It's the moment when they decide to stop making excuses and start taking charge when things start to happen. They are the people I really admire.

Overcome Objections

Acknowledgment – It's a 2 Step Process

Acknowledge the action, behaviour or choice the person makes

Tom, I want to acknowledge you. Getting a part time job is such a great move for you and you did it, even though you were nervous.

Acknowledge the part of them that demonstrates courage, compassion, passion or another virtue

And its more than that.
I want to acknowledge the courage I know this decision took. I admire that.
Well done.

Understanding Others

CERTAINTY

VARIETY

SIGNIFICANCE

CONNECTION

GROWTH

CONTRIBUTION

6 core needs

Understanding Others

Vehicles can be resourceful or unresourceful



6 core needs

Understanding Others

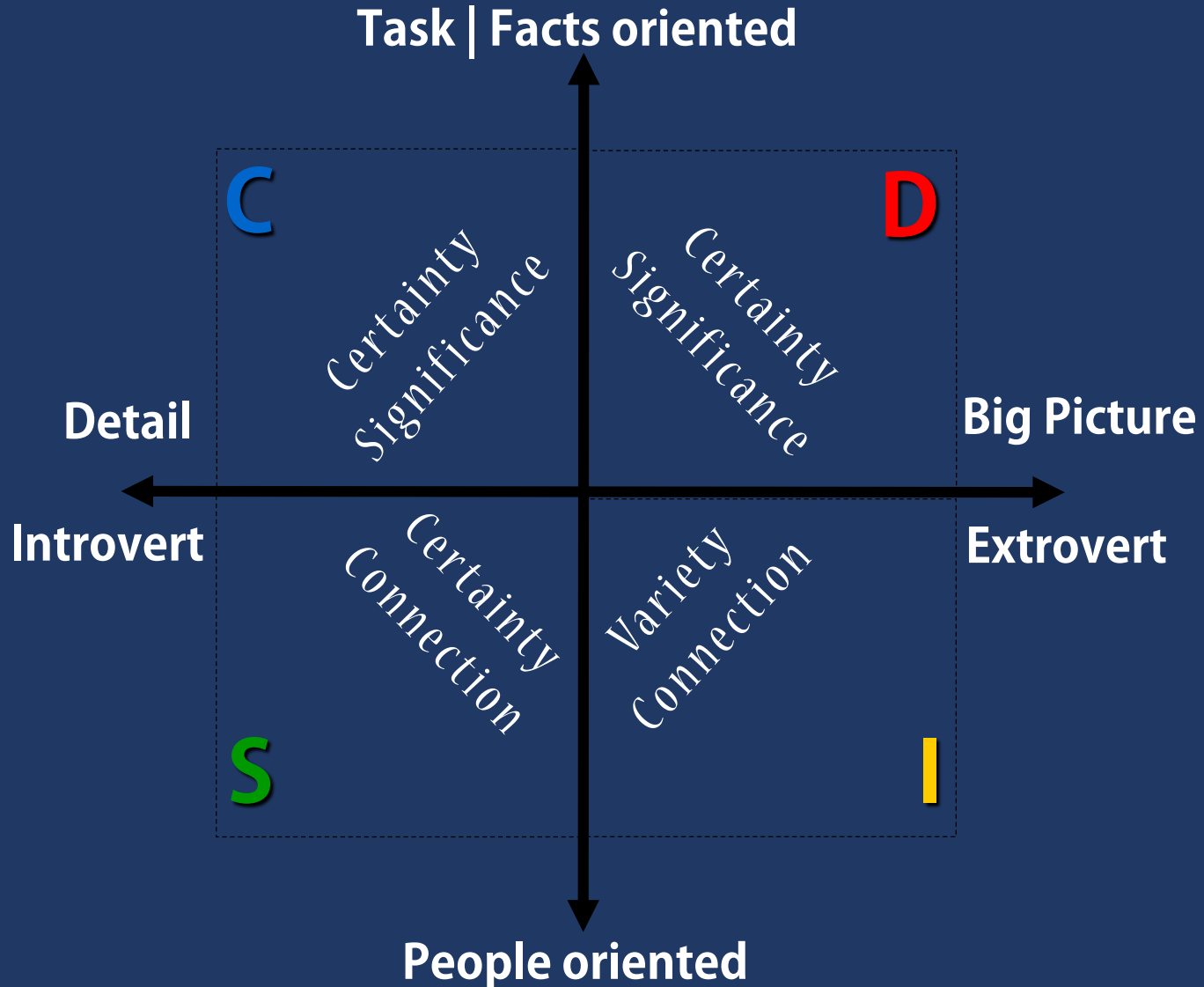
What need drives 70% of Australians?

What need do most people feel like they miss out on?

Your fast-track to influence

6 core needs

Behaviour Styles





Influence
is a life
skill!

Shameless Plug

Public workshop '**Crack the Code**' - Adelaide
e-book on Amazon

Corporate **workshops, leadership development** and
mentoring



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