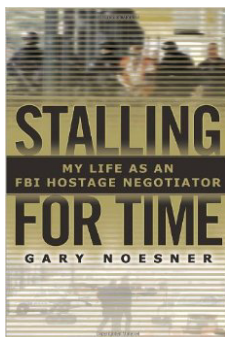


25 KEYS TO HELP EXERT A POSITIVE INFLUENCE ON OTHERS

BY GARY NOESNER FORMER HEAD NEGOTIATOR FOR THE FBI



1. Invest the time to thoughtfully listen to the ideas and perspectives of others
2. Attempt to de-escalate tension
3. Avoid demonstrations of aggressive attitude or intent
4. Project a calm and controlled demeanor
5. Always be respectful
6. Avoid threats and arguments
7. Voice a desire to work together for a positive outcome
8. State a desire to help not hurt
9. Remain genuine and sincere
10. Acknowledge their point of view
11. Articulate understanding of their concerns
12. Restate the emotional feelings they express
13. Patiently create a trusting relationship
14. Earn the right to exert a positive influence
15. Point out the alternatives to conflict
16. Continually project care and concern
17. Remember: how you say something is as important as what you say
18. Remain patient throughout
19. Be open to different approaches and remain flexible
20. Think of creative ways to address their concerns
21. Identify their needs versus just their stated goals
22. Don't allow others actions to undercut yours
23. Specifically articulate how your recommended approach works for them
24. Project a positive vision of a desired outcome
25. If at first you don't succeed - keep trying - again and again



Stalling For Time by Gary Noesner
is available at [amazon.com](https://www.amazon.com)

www.garynoesner.com