

Influencing Styles

Push Energy	Pull Energy
Comes from my agenda	Comes from your agenda
Intention – changing others' position	Intention – deeper understanding
Direction chosen by questioner	Direction chosen by others
Timing set by questioner	Explorer matches pace of other party
Questions may be both open and closed	Questions may be both open and closed
Focus – information wanted by questioner	Focus – information and feelings of others
Use your energy to penetrate areas of information which will undermine others' case	Use your energy to enlarge mutual understanding of others' position
Others will feel defensive	Others will feel understood