

Influencing Styles

Push Energy

Comes from my agenda

Intention – changing others' position

Direction chosen by questioner

Timing set by questioner

Questions may be both open and closed

Focus – information wanted by questioner

Use your energy to penetrate areas of information which will undermine others' case

Others will feel defensive

Pull Energy

Comes from your agenda

Intention – deeper understanding

Direction chosen by others

Explorer matches pace of other party

Questions may be both open and closed

Focus – information and feelings of others

Use your energy to enlarge mutual understanding of others' position

Others will feel understood