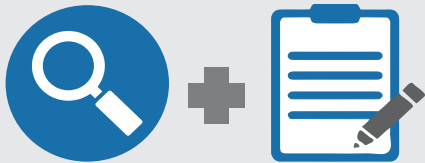


Communication & Influence

Action Planning

Action 1

Observe & List



Write a list of the key people you regularly communicate with and have to influence. Analyse what communication style they normally adopt, and think about how you can best influence them next time you have something to say and get their buy in.

Action 2

Plan Your Approach

K **E**E**P**
I **T**
S **H**O**R**T
S **I**M**P**L**E**



Using the "KISS" model plan your communication for each person you need to speak with. Also consider which channel of communication will be most appropriate. Where possible seek further understanding from them before you implement your plan.

Action 3

Reflect & Evaluate



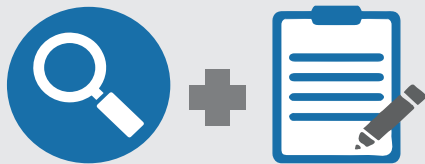
For each conversation you have had using your planning, reflect back on what went well and what could be improved for next time you need to speak to them again. Evaluate the outcome of the conversation and ask for Line Manager support where needed to improve.

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