



Paid to **THINK**®

A leader's toolkit for redefining your future



Cornerstones of ENGAGING Others

Behavioral

- Be on time
- Show up with your homework completed
- Go the extra mile more than others
- Know the personalities of those you wish to engage
- Pay attention to cadence and tone of others
- Be more informed than those you wish to engage
- Try to not let new ideas phase you
- Balance data gathering with solutions first
- Speak when necessary
- Build WSPs throughout your life
- Establish a plan of engagement
- Listen more to others
- Be clear on your intentions
- Say please and thank you
- Pay attention to local cultures
- Learn simple language greetings
- Treat people well (staff, front line, assistants, waitresses, delivery people, etc.)
- Choose appropriate clothing
- Stand, sit or walk as expected
- Make eye contact during conversation
- Be conscious of seating and standing positioning
- Take quality notes when others talk (Pay attention)
- Mind your wardrobe (watches, shoes, accessories)
- Lose the tie if no one wears ties (mirroring)
- Never underestimate hygiene
- Be aware that someone may be watching
- Avoid letting others suffer to prove a point, step in and help
- Push back once in a while
- Stand up for what you believe
- Let others win some battles so you can win others
- Support intelligent and challenging questions

Oral

- Ask permission:
 - “I have two suggestions that would help, would you like to hear them?”
 - “I've got a thought that might help.”
 - “Would it be OK if ...”
 - “Could we agree on...”
 - “You know you don't have to follow my suggestions.”
 - “You give me your thoughts and I'll then give mine.”
- Watch your reactions both positive and negative
- Beware of misdirected questions
- Be solutions oriented
 - “Can you help me understand?”
- Do your prep work in advance
- Outline your thoughts: (Then stick to them)
 - “I have three points I'd like to add.”
 - “There are two issues I'd like to cover.”
 - “May I add one comment.”
- Ask thought through questions
- Stop when your point is completed
- Stop when the other person agrees (Don't oversell and lose.)
- Practice using Reminder Selling:
 - “Securing the XYZ account was extremely useful.”
- Try to give one liners that can be remembered and duplicated
- First listen to understand then talk to be heard
- Use the art of storytelling to rapidly connect the dots
- Contemplate what a winner would do in the same situation
- Remove from your speech and/or vocabulary
 - Ahs as a technique to pause.
 - “Right” as if the person has already agreed with you
 - But as a tool to string together sentences
 - Words as ambiguous as “stuff”
- Utilize word economy
- Learn to teach and teach to help

Written

- Establish a quick response time
- Ensure that you're adding value (not work)
- Pay attention to the instructions offered
- Write all instructions clearly
- Clearly outline your Desired Outcome, Strategy, MacroTactics and Tactics
- Offer or suggest that you can help others in any manner
- Explain your rationale or reasons why to avoid confusion
- Respond to both visible and hidden needs
- Focus on the “You”
- Realize that a negative or a positive reaction/comment shows interest
- “Be the other person, “ don't just walk in their shoes
- Learn basic writing skills (ex: your, you're)
- Practice word economy (Always long letters bother people)

Bonus

- Engage group, team, colleagues, by creating one-page summaries of plans for ease of understanding
- Offer to be a support in areas not commonly offered such as to participate in workshops or meetings to add strategic power
- Become a sounding board
- If you're very successful at a skill, offer to be a coach/advisor
- Learn skills that work as an influencer because as you move up in large organizations, you tend to have fewer day to day responsibilities and more influencing activities
- Generate tools for others to be able to accelerate their progress
- Add tactics that others tend to avoid
- Never make it about yourself
- Don't try to solve yesterday; work on creating tomorrow
- Logic makes you think; emotion makes you act