

QUESTIONS YOU CAN USE

1. situation type: What are you currently doing?
2. superlative type: What is the most/best/worst problem that you are dealing with?
3. team type: Who else is involved on this project? scenario type: What if?
4. strategic type: How is that affecting your strategic goals? What is driving your success?
5. wh-type questions: who, what, when, where, why?
6. bottom line type: What was the impact on your bottom line?
7. chronological type: What happened first/next/last?
8. comparison type: How does that compare to your competition/previous year's results?
9. consequences type: What problems did that cause for you?
10. impact/implication type: What problems are being caused by your current issues?
11. logic type: If that is true, then is X true as well?
12. **needs-payoff type: What advantages do you see for changing this process?**

Personal Power Phrases:

Sounds good.
Thanks for sharing.
I agree.
That's been my experience, too.
Are you sure?
Interesting.
Good.

(A" Phrases: Give them an "A")

I want to Acknowledge you for....
I Appreciate your efforts to....

(Opinion Phrases:)

I'm glad that....
I'm disappointed that....
I was surprised that....

Professional Power Phrases (Western):

It's interesting.
This is important.
The point is....
The impact is....
Here is an example/recommendation/
experience.
Here's why.
There are 2 key issues here:....
Tell me more.
We knew that.
We can handle that.
Let me make a note of that.

Partnering Phrases:

Let's look at X together.
How about if your group and mine do....?
What if we....?
Together we could....
It seems as if we are talking about X instead of Y.
Our goals are... and your goals are....

POWER UP

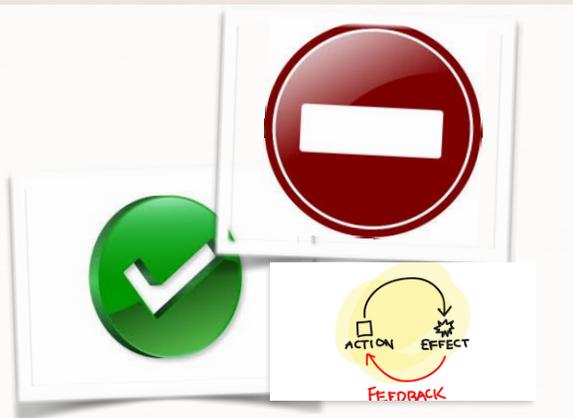


Create
Personal Power
Professional Power
Partnering Power

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Criticism need not be painful. It's great if someone is paying attention to you and your success.

NEGATIVE FEEDBACK: Give it, get it, recover quickly.

When criticized, think, "Let me explore this."

Criticism is temporary. Fix the problem, celebrate solutions, and move on.

Own criticism out loud, with power. Say, "I'm committed to...." or "I will take responsibility for...."

Coaches' strategy: Tell facts only, then stop talking, let them explain, then ask, "What are your options?" and "What is your best option?" Goal: They increase their thinking skills and independence.

POWER SOURCES

Authority and influence don't have to come from 100% experience or knowledge. Empowerment comes from seizing small opportunities, participating often, and flexing your speaking style. Use your Personal Power, Professional Power, and Partnering Power.



PERSONAL POWER

Break into discussions. Don't wait to be asked.

Participate earlier, more often, and simply.

Give "A's": Acknowledgement, Appreciation, Attention

Talk about the talking: "We seem to be discussing the timelines when we need to be discussing the cost."

END.



End strongly, without trivial add-on's.

Plan your points ahead of meetings.

PROFESSIONAL POWER

When you are not an expert, support and ask questions.

Talk about the past, the present, and the FUTURE.

Be concise and to the point (3 to 10 word statements).

Show your capability simply. Say, "We can handle that."



Lubricate your professional opinions: Agree.

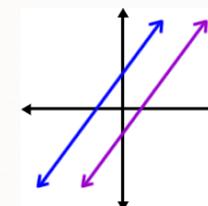
Check with yourself to see what you want every 15 min.

PARTNERING POWER

Link often to others. Use their names.

Network outside your usual crowd. Then help them.

Use collaborative wording: "Let's" "What if....?"



Think of their goals. Talk about them.



Talk like a technical and BUSINESS person.