Leading and Influencing

Liz Myers
Consultant Nurse
Acute Medicine
NHS Tayside
Key Elements of leadership roles

- Influencing others
- Seeing the big picture
- Doing the right things
- Taking people with you
Influencing others

• Starts with our ability to know and manage ourselves
• Understanding where others might be coming from
• Using tools to influence and manage interactions differently
• Getting the best out of people
Be Proactive

- There is a gap between stimulus and response.
- You can choose how you respond.
- Judgments are in our power, our emotions are determined by our judgments.
3 Important Messages

• Your view of reality is not real, only seen through your own lens. Another will see it differently.

• The way you think, feel and behave is is influenced by parental messages and childhood fears.

• Transforming the way we think transforms behaviour.
When interacting with others think……..

• What am I assuming about…..?

• If I assumed the opposite how would I think and feel differently?
If the person you are talking to doesn’t appear to be listening, be patient. It may simply be that he has a small piece of fluff in his ear.

(Winnie the Pooh)
“All that we are is the result of what we have thought. The mind is everything. What we think we become.”

(Buddha)
Driver behaviour/ primary fear

- Be perfect/ loss of control
- Be strong/ rejection
- Please people/ being blameworthy
- Try hard/ failure and success
- Hurry up/ life
Driver/ Allower

• Be perfect/ you’re good enough

• Be strong/ be open and express your wants

• Please people/ please yourself

• Try hard/ do it

• Hurry up/ take your time
Drama Triangle

- Persecutor
- Rescuer
- Victim

(Karpman, 1968)
Winner’s Triangle

• Assertive

• Caring

• Voicing

(Choy, 1990)
Think win-win/ Seek first to understand, then to be understood
• Know what you want
• Figure out what they want
• What are you prepared to give up?
• Listen, listen, listen
• Create a third way
Seeing the big picture/ doing the right things
Begin with the end in mind

• What are we here to do?
• What do we need to be good at?

“Doing things is not the same as getting things done”
(Jared Silver)
“If you don’t know where you are going you will probably end up somewhere else.”

(Lawrence J. Peter)
“if we are facing in the right direction, all we have to do is keep on walking.”

(Buddha)
Put First Things First

• Quadrant 1 – urgent, important
• Quadrant 2 – not urgent, important
• Quadrant 3 - urgent, not important
• Quadrant 4 – not urgent, not important
“Don’t judge each day by the harvest that you reap but by the seeds that you plant.”

(Robert Louis Stevenson)
“The only thing in life achieved without effort is failure.”

(Unknown)
References


References (cont’d)
