



THOUGHTSPROJECT

Daily Thoughts for Influencing Others

MARK FRITZ



WELCOME TO THE BOOK

Daily Thoughts for Influencing Others is a compilation of thoughts from Mark Fritz's Thought Project: <https://www.markfritzonline.com/thoughts-project/>

THE GOAL

TO PROVIDE THOUGHTS TO INSPIRE ACTION IN YOU

ONE HINT

As you read each thought, ask yourself the following question:

How do I apply this to my own life?

This is the first most important action you can take while reading this book. Asking yourself "How do I apply this to my own life?" moves you to thinking about the possible Action you can take.

Very often we read books and say to ourselves "That's interesting". However, if we keep our thoughts at only a "That's interesting" level, we never get to thinking about the Action we can take from what we learned.

When we move from "That's interesting" to "How do I apply this", we start to make changes in our lives.

Why? When we think about how we can apply the learning, we are thinking in an "Action Mode" and basically wiring our brain for action. The next time a situation comes where we could possibly use this learning, our brain then serves it up to us.

Remember, after each Thought – Ask yourself:

HOW DO I APPLY THIS TO MY OWN LIFE?

JANUARY

THE POWER OF LEVERAGING YOURSELF – 1st Jan

Your power comes from your ability to leverage yourself. This means that your thoughts and actions have the ability to influence others. Leverage is always about influence; so investing in becoming a better influencer (your communications, etc) will drive your success more than any other skill. The most powerful influence is helping others become even more successful.

AS CONVINCING MOM OR DAD – 2nd jan

Sometimes we need to convince someone at work on a better way to do something. Very often, we tend to take a too direct approach and never get others to feel like it is their idea. Why not think of it as trying to convince either mom or dad!

BEING A PLEASANT SURPRISE – 3rd jan

If you really want to create great relationships with others, then there's nothing better than being a pleasant surprise. Why not do something different than others or above what was asked for. People will always remember this and you, and always in a positive way.

FINDING THAT SINGLE MUTUAL INTEREST – 4th jan

People who have great people skills are also very good listeners. To gain rapport with others, they focus on listening to what could be one of their mutual interests. Then, they ask questions about how the others became interested in that same thing and suddenly an instant rapport has been created. Find that single mutual interest.

HELP MORE, JUDGE LESS – 5th jan

Many people go through life judging others versus helping others. Why not try this the next time you catch yourself judging others. The minute you catch yourself making a judgment, ask yourself this question: How can I help them? Everyone achieves more when they help versus judge others.

INFLUENCING IS ENERGY TRANSFER – 6th

A great way to think about influence is that it is energy transfer. When you want to influence others, you are trying to transfer your passion and energy about the topic to them. Think about influencing is this way, and you will become much better at it. Focus on transferring your passion, and they will be more receptive to you and your ideas.

THE PATIENCE / IMPATIENCE BALANCE – 7th

One of the most difficult things to do in life is to get the balance right on being patient / impatient. A too patient approach often doesn't show others your commitment, and a too impatient approach can be interpreted that you are too obsessed with that particular thing. If you strive to get the balance right, you will get more help from others in getting what you want.

LISTENING TO WHAT ISN'T BEING SAID – 8th

One of the most important skills in life is being a good listener. In fact, good listeners are not just good at listening to what is being said, but also for what isn't being said. It is listening for both that makes you a very effective listener and will enable you to achieve even more success in life.

SOLVE BEFORE YOU SELL – 9th

Sales really happen when you solve before your sell, and the very best salespeople are the customer's best problem solvers. They first solve the customer's problem and then the sale is almost made by itself. The more you solve, the more you sell.

INVESTING IN YOUR ABILITY TO INFLUENCE – 10th

Everyone is concerned about investing their time wisely. One investment has an impact on everything we do, and that is to invest in the ability to influence. Everything we accomplish in our lives is never done by ourselves, and our ability to influence is the key factor for us getting the help of others.

SEE RELATIONSHIPS AS ASSETS – 11th

You might have heard the term - relational capital. Look at any successful person, and you see this to be true. They all have built their success upon the foundation of their relationships (assets). How are your relationship assets?

LEARNING HOW TO ARTICULATE IT – 12th

Influence is all about being able to communicate clearly. It is important to always share and discuss your ideas with trusted friends in order to (practice) learn how to articulate your thoughts well. Then, you will be able to influence others more effectively when it really counts the most.

WHO CAN I ADD VALUE TO TODAY? – 13th

Basically, we all achieve success and our self worth by the value we add to others. That being true, a great question to ask ourselves is Who can I add value to today? Next time you read something interesting, why not send it along to someone you think could benefit from it. It's a great way to add value to others.

AVOID PROVING YOU ARE SMART – 14th

Have you ever noticed that the people who are smart never need to tell you? There are too many people who feel they need to show you how much they know, and in doing so, they are really pushing you away. It's important to avoid trying to prove you are smart to others, and focus on proving others smart to you.

LOOK BEHIND THEIR POSITION – 15th

We often encounter people taking a particular position on an issue, and we don't really understand why. Rather than continually questioning their position, why not look behind it, and to the possible experiences that might have shaped the reasons for their position.

THANK YOU INCREASES SELF ESTEEM – 16th

These are only two words, but a thank you has tremendous power. A thank you to others has the power to increase their self esteem, as they have done something for you that you have valued. So, say thank you more often, and you make a positive impact on others around you.

LISTENING WELL WHEN YOU DISAGREE – 17th

When someone is disagreeing with what we are saying, we tend to stop listening to them and begin focusing on what arguments to support our side we will bring up next. When others disagree with us, it is the time for us to listen to them as closely as we can. We can never convince others without understanding them well first.

SAYING EVERYTHING IS OFTEN SAYING NOTHING – 18th

Whenever we want to influence others, we often try to tell them all the information we have in order to convince them of it. However, when we say everything, we overload them of information, and they often don't remember the most important points. What's important is saying a little, and making it memorable!

STORIES STEER NOT TELL – 19th

Stories are powerful ways to communicate with others, as they engage people's emotions while sharing information. Also, stories help show others a way forward on a problem or an opportunity, and without specifically telling them the answer.

WHEN YES IS NOT ENOUGH – 20th

In negotiations with others, we are always wanting that yes to our demands. However, and especially in negotiating services, we not only want a yes, but also the other party being able to implement that yes. Getting a yes that can not be implemented is really a no.

WITH SIMILAR CIRCUMSTANCES – 21st

We often encounter people in our lives and think, Why are they acting that way?. For us, it doesn't seem right. However, what if we had similar circumstances in our life? Could it be that we might act the same way? Next time you find yourself in this situation, think about their circumstances before you judge their behavior.

GETTING PAST THE INITIAL NO – 22nd jan

Ask any salesman, and they will tell you that some of their best customers initially said No. A No can have many meanings and often it just means Not Yet. Having persistence is the difference between taking the No and moving on, or keeping at it until you get a YES.

HELPING OTHERS FIND THE SWITCH – 23rd jan

We never really motivate others, we just enable others to motivate themselves. The best leaders understand that their role is helping their people find that motivation that inside them. They focus on helping others find that switch that turns their motivation on.

VIEWING THE WORLD IN DIFFERENT WAYS – 24th

What's often key in our communications and relationships is to keep in mind that people view the world in different ways. Our way is our way, but it doesn't necessarily mean it is the right way. It's just our perception of the world and every else could have a different perception too. Being open to listening to different views is what brings us closer and helps us grow faster too.

MAKE THE EMOTIONAL LINK – 25th

Far too often we try to influence others with just logical explanations. However, having someone just understanding something doesn't always lead them to take action. It's often our emotions that drive us to action. That's why successful speakers focus on making the emotional link with the audience a priority in every talk.

BE QUICK TO COMPLIMENT OTHERS – 26th jan

The most successful leaders are quick to compliment others. They have the confidence in their abilities, and never feel threatened by others (even those smarter than they are). In fact, complimenting people around you is a great way to project confidence to others.

FROM ME TO WE – 27th jan

We all have our self interest, and this guides our focus. However, the successful people realize that they can never be successful on their own, and that helping others is always helping themselves as well. It's about moving from ME to WE, and aligning our self interest with the interests of others.

DO YOUR RESEARCH ON OTHERS – 28th jan

Preparation is one of the keys to success, but not everyone prepares the same way. Some focus on what only they need to do and stop there. However, the successful people also prepare for getting others to do too. It's about doing some research on others and understanding the best ways to communicate and get their support AND action.

UNDERSTANDING PRECEDES INFLUENCE – 29th jan

Influence is a key attribute of successful people, and as with everything in life, it's how we invest our time that grows our power of influence. The investment with the best return is always taking the time in understanding other people's situations, as understanding precedes influence.

BUILD THE BRIDGE TO OTHERS – 30th jan

We all struggle with some key relationships from time to time, and often we look to others to take the first action. We expect them to build the bridge to us versus us building the bridge to them. We will always have more rewarding relationships when we choose to always build the bridge first.

AN EXAMPLE IS THE BEST TEACHER – 31st jan

Take a look at the best teachers and you will see that they are always using examples for the students to grasp new ideas faster. It's the same for leaders, as they are always using stories AND examples to illustrate their key points. An example is the best teacher.

FEBRUARY

LOOKING BEYOND THE DIFFERENCES – 1st feb

Everyone we meet are different to us in some way, as no two people are ever exactly the same. Some people focus on the differences and struggle with their relationships with others. However, those with strong people skills are always looking beyond the differences and focus on what they have in common, which brings them closer together.

ACCOUNTABILITY ATTRACTS OTHERS TO HELP YOU – 2nd feb

Have you ever noticed that the people who embrace accountability (take responsibility for their work) always attract more help from their co-workers than others? Accountability (responsibility) is like a magnet, as others will always be willing to help you. Why? Because of your accountability, they see it as a good investment of their time.

BLAME IS ALWAYS INAPPROPRIATE – 3rd feb

No one really likes to admit their mistakes, and that's why you see so many people blaming others for their own mistakes. Blaming others is a weakness of character and always inappropriate. In fact, blaming others is a character flaw that always raising questions of trust from others.

HOW WE PACKAGE THE MESSAGE – 4th feb

The packaging of a product influences whether we will buy it. The same is true in communication, and how we package our message (the beginning and ending) influences whether people buy into what we have to say, and also remember what we have to say. Always think about how you need to package the message to others

DRIVING HOME THE POINT – 5th feb

The very best communicators have the ability to communicate their messages in ways that seem very relevant to their listeners. They are always making their points from the starting point of their listeners (their home), and this brings the true meaning to the phrase driving home the point.

COMMON WAY TO FRAME THE PROBLEM – 6th feb

It's difficult to get everyone focused on the problem until everyone has a common understanding of what the problem really is. As most problems involve people from across the organization, the first step is always finding a common way to frame the problem that can link everyone's interest in getting it solved.

ACTION IS IN THE INTERACTION – 7th feb

Have you ever noticed that our interactions with others often trigger actions in both us and others. It is often our key discussions with others that add more heat to the actions we need to take. Remember, your key interactions (discussions) will always raise the temperature of what you both want to achieve.

WE RECEIVE WHAT WE GIVE – 8th feb

Most people go through life looking for what others can do for them. However, the people who achieve success understand that the world doesn't work that way. They know that the more value AND attention they give to others, the more value AND attention they will receive back. We receive only after we give.

REACHING PEOPLE THROUGH PEOPLE – 9th feb

Influence is the ultimate power we have, and those who achieve great things, have it in abundance. Also, they understand that influence is not only a one-on-one activity, it's also a one-to-many activity. The ability to influence in ways where people can be an influence to others is what makes the difference.

OBVIOUS TO YOU IS NOT OBVIOUS TO EVERYONE – 10th feb

One of the biggest mistakes in our communications is thinking that since it's obvious to me, it should be obvious to everyone. We need to continually remind ourselves that everyone filters what they hear based on their own past experiences and the mindset that have created these filters. Remember to explain the obvious.

EMOTION IS THE FUEL FOR MOTIVATION – 11th feb

The core of the word motivation is motive, which is really an emotional desire. Leaders are often sharing the facts (the intellectual reasoning) behind what needs to be done, but this is really explaining...not motivating. Successful leaders add emotion with stories AND examples that bring the facts alive in their people.

ASK VERSUS MAKE ASSUMPTIONS – 12th feb

Our assumptions drive our BEHAVIOR and the actions we take. However, we all make far too many assumptions, because we are often afraid to ask. Especially with our key relationships, we tend to assume what others are thinking (usually wrong), when we could just ask them. Be strong enough to ask vs always make an assumption.

LISTENING AND THE FOLLOW-UP QUESTION – 13th feb

Most people don't really listen, and are just using the time to think of what they want to say next. A great way to drive yourself to listen more closely is to be thinking of a follow-up question to understand better what the other person is saying. You get to learn more and a good follow-up question is proof that you were listening.

WHAT THEY REMEMBER WHEN THEY LEAVE – 14th feb

Our influence with others is key for our success. However, most people focus their conversations on what they want to say versus what they want others to remember. We will always have greater influence with others when we focus all our conversations on what we want them to remember after they leave.

POWER OF A SIMPLE REPEATED MESSAGE – 15th feb

Successful communicators know that what they say needs to be both memorable and transferable. They focus on creating simple and clear messages, and then repeat them when the opportunities are right. The simple messages are memorable, and that means people will share them with others.

FIRST LOOK FOR THE RIGHT QUESTION – 16th feb

Influence comes from getting others to both think and feel. Very often, it is not what we say that creates the strongest thoughts and feelings, but the questions we ask others. Successful communicators first look for the right question, rather than to what they should be saying.

HOW YOU MADE THEM FEEL – 17th feb

When we meet others, they often remember more about how you made them feel, than what you had to say. The most effective communicators share more than just information, they convey a feeling. With that in mind, less information is often better, and using a story or example is what creates a feeling faster than just the facts.

LEARNING FROM EACH OTHER CREATES A BOND – 18th feb

Have you ever noticed that your most important friendships are ones where you are always learning from each other? This drives you to want to spend (or maybe let's say invest) time with each other, because this time makes you both better people. The learning creates a bond.

APOLOGIZE WITHOUT A BUT – 19th feb

You hear it often...with people apologizing to you and adding to the apology but... By adding the &but;, they are really saying to you that their apology is not really sincere, and it's just a couple of words said as sort of an obligation. Have you ever noticed that but's are not part of a successful person's vocabulary.

MAKING IT ABOUT THEM – 20th feb

Influence is not developed by focusing on ourselves, but by focusing on others. Our ability to adapt what we say, to how others would like to hear it, is one of the keys to influence others. We need to always keep in mind to make it about them, and not about us.

STORIES PROVIDE A CONTEXT – 21st feb

Successful communicators are great storytellers. They know that information alone does not have enough influencing power, and use stories to provide a context to the information they share. Stories make the information relevant to the listeners, sharing how it applies to them, and how they can apply the information to what they need to achieve.

POWER OF A PROMISE DELIVERED – 22nd feb

In today's world, people will often tell you they will do something, and then completely forget about it. It's like they are telling you what you want to hear. These are the people who can't see the power in a promise delivered. In fact, successful people are happy to make promises, as delivering on promises is the fastest way to build credibility with others.

KNOWING WHEN TO BE PATIENT – 23rd feb

Successful leaders are usually impatient, as they want results and fast. However, these leaders know that in influencing others, there are key situations when they need to be patient, and just LISTEN. In these situations, listening is often the only way to achieve the right influence.

TALK THE LANGUAGE OF THE ENVIRONMENT – 24th feb

Every company has their own unique culture, and often it's own unique language. People in the company tend to use similar ways of saying their key points, and use many acronyms (short abbreviations) where everyone seems to be talking in code. To work well within this environment, you need to speak the language of the environment.

CHALLENGE IDEAS NOT PEOPLE – 25th feb

Good leaders focus on the ways to keep their people motivated, and that doesn't mean they will never challenge them. However, they don't really challenge the person, they challenge the ideas and thinking of the person, and in this way...they are helping their people grow faster (and keep their motivation).

TAKING TIME TO FIND OUT – 26th feb

Successful leaders invest the time to find out what really motivates their people. Since motivation is an individual thing, that means taking time to really listen to what lies below the surface of what they are saying...and what points to their real motivations. When you find out, leadership becomes much easier.

AWARENESS GIVES YOU EMOTIONAL CONTROL – 27th feb

You hear a great deal about the importance of self awareness, and rightly so. When we are aware of our behaviors and what drives them, we are then able to better control them...especially in difficult circumstances. Successful people invest in their self awareness...do you?

INFLUENCE BEYOND THE MOMENT – 28th feb

There are many people who are great at influencing others "in the moment". However, successful leaders do not just influence in the moment, but their words have a lasting influence...an influence that impacts their people's behaviors long after the moment. It's all about influencing beyond the moment.

RELATIONSHIPS AHEAD OF CIRCUMSTANCES – 29th feb

The biggest things you accomplish in life are always done with and through others, and that makes your relationships very key to your own performance and achievements. The successful look past difficult circumstances in their key relationships to the longer-term value those relationships will provide.

MARCH

CONSIDER THEIR BACKGROUNDS – 1st mar

Effective communication is not about us, but about them. Successful communicators think about the backgrounds of others, and then package their key messages to better match how others would be most comfortable in hearing it (which also means...in understanding it).

UNDERSTAND THE SILENT MESSAGES YOU SEND – 2nd mar

Being self aware is about more than just what we say, it is also about all of the non-verbal messages we are sending with our body language and facial expressions. In many ways, our silent messages speak louder than any of the words we ever say.

BEING INTERESTED VS INTERESTING – 3rd mar

Rapport is more about being interested than being interesting. We create greater rapport with others by listening and being interested in what they are saying, versus what we say and trying to be interesting to them. Focus on being "interested".

GIVE THE MESSAGE & BE THE MESSAGE – 4th mar

Successful leaders understand that the messages they provide their people help drive both the direction and culture of their organization. These messages are delivered in two ways: by giving the message (what is said), by being the message (the leader's behavior).

MAKE IT EASY FOR OTHERS TO LISTEN – 5th mar

Too many people think it's the responsibility of the listener to understand what is said. For great communicators, it's the other way around. They know that it is their responsibility to bring what they are saying alive in other people's minds with stories and examples.

UNDERSTAND THE ASSUMPTIONS FIRST – 6th mar

The source of many disagreements, both in business and at home, are within the assumptions...and they often never fully get expressed. People then keep arguing over a point that can never be resolved without understanding each others assumptions first. The assumptions are the starting point of everything.

EXPANDING YOUR AREA OF INFLUENCE – 7th mar

Success requires leadership, and leadership is all about influence. Therefore, expanding our success is linked to expanding our influence with others. When you focus on the value you can provide to others, you are focusing on the foundation of what expands your influence the most.

CONTROL ON HOW OTHERS TREAT US – 8th mar

Successful people take responsibility for how others treat them. It's not that you are held accountable for how others behave, but your own behavior can have a big influence on how they respond (behave) to you. How might you be influencing the behavior around you?

POWER OF A CONCISE STATEMENT – 9th mar

Clarity is often gained faster with short concise statements than with long explanations. Successful communicators know that less is often more, and invest the time to build very concise statements that have the power to drive action in others.

DON'T SAY NO FOR OTHERS – 10th mar

When we look to find people who could help us move forward on our goals, we often think "they would be ideal, but I doubt they would give me some help". That could be true, but you never know. We shouldn't say no to others...before we even ask.

AVOID SETTING UP TO TELL – 11th mar

Successful communicators know that talking isn't always creating the influence they want with others. It is how we listen that creates the feeling in others that we are interested in what they are thinking, and in turn, they will be interesting in ours too.

KEEP YOUR FEEDBACK SIMPLE – 12th mar

Feedback is something that leaders deliver in order to help their people improve (change their behaviors, etc). Some leaders make their feedback very detailed and comprehensive, while others provide a simple feedback on the fundamental behaviors that will make the biggest difference. Keep your feedback simple.

APPEAL TO PEOPLE'S SELF-INTERESTS – 13th mar

Everyone acts in their own self-interests, and especially when the pressure is really on them. In those times, one of the only ways to influence others is to appeal to their self-interests. Remember, influence is more about a focus on others...especially their self-interest.

HELPING YOUR PEOPLE GET IT – 14th mar

Successful leaders are very good communicators, and see their job in helping their people "get it". When their people are struggling to understand something, these leaders are very creative in finding just the right words and ways to share information, stories and examples for their people to really "get it".

THE DEEPER EMOTIONAL BENEFITS – 15th mar

People who have superior influencing skills know that influence is more emotional than intellectual. Also, when they want to influence others in a big way, they are always focused on the deeper emotional benefits to others versus just the obvious surface ones. The deeper the emotion, the deeper is the influence.

HELP OTHERS CONQUER THEIR FEARS – 16th mar

One of the ways leaders can help their people and their organizations at the same time is to help their people conquer their fears. Most problems in personal lives and for business comes from people having a fear that stops them from taking action. By helping others conquer their fears, you get action that helps both the individual and the business.

OPEN TO INTERPRETATION – 17th mar

Words have power, but they also are interpreted in many different ways. That's why successful communicators are always using stories and examples to help others take away more consistent interpretations of the words. Look at successful leaders, and they are all great users of stories and examples.

IT HAS TO MEAN SOMETHING – 18th mar

To really engage your people, what you are asking them to accomplish has to mean something to them. If it only means something to you, then they are doing it only for you. If it means something to them, then they are also doing it for themselves, and that is where their full power of motivation resides.

READY TO LISTEN TO IT – 19th mar

Good communication has a good result, with people ready to listen what you are saying and to act upon it. Sometimes, the best approach is to delay a communication until a time when others are ready (or prepared) to listen. The timing of a communication can often make the biggest difference.

SOCIAL & INFLUENCING SKILLS – 20th mar

Just doing the job well is not really good enough these days, as business is becoming more complex all the time. Making a real difference is often about managing the perceptions and relationships of those around you, so that you get the support when you need it most. Social & influencing skills is becoming the most important personal assets in this fast paced world.

BEING SPECIFIC ENGAGES OTHERS- 21st mar

There is real power in being specific. When you are engaging others for help, talking in generalities becomes like a sleeping pill, and slowly disengages them until they go asleep. When you talk in specifics, people engage, and specifics that are relevant to them always engage their creativity too.

FEELING GOOD ABOUT THEMSELVES – 22nd mar

How we feel determines our actions. Successful leaders understand this well, and know that their people will have more confidence and take more action if they feel good about themselves. These leaders are always observing when their people need a little boost in this area, and help their people get that boost at the needed time.

ABILITY TO MAKE IDEAS STICK – 23rd mar

Ideas are everywhere, and if you have good people, they are always coming up with more good ideas. The key, and especially in large complex organizations, is to get the best ideas to stick. A leader's job is to build the focus on the best ideas until the organization picks them up to make them happen (until they stick).

YOUR PASSION ATTRACTS HELP – 24th mar

Have you ever noticed...people without passion seem to be lonely and always doing everything by themselves. Passion is like a magnet, and when people see the passion in you, they get the feeling that they would like to help you make it happen. Passion attracts, so what is your level of passion today?

PEOPLE LOVE TO BE LISTENED TO – 25th mar

There is a simple concept that creates the "feel good" factor in others. It is simply listening to them. People love to talk, and especially when others are really interested in and listening closely to what they have to say. To make a difference to others, start with really listening and being interesting in what they are saying.

RESPECT DRIVES INFLUENCE – 26th mar

You often hear people talk about leadership on the subject of being liked or respected...which is more important. It always drives an interesting discussion. Respect is important because of the personal qualities others see in you, and that gives them the feeling that they want to follow you. What are your personal qualities that drive respect from others?

ABILITY TO GENERATE ENTHUSIASM – 27th mar

There's one key trait you see in very successful leaders...they have the ability to generate enthusiasm in their people. Enthusiasm is contagious, and it not only impacts co-workers, but the team's customers and vendors too. Enthusiasm is as a magnet, with people wanting to work with you.

HELPING WITHOUT EXPECTATIONS – 28th mar

You have seen the type of people who are never helping others unless they get something in return. They achieve some success, but their success has a ceiling because over time there is nobody of importance who will ever want to help them. Those who achieve beyond their expectations help without expectations.

VALUING OTHER PEOPLE'S TIME – 29th mar

People are so busy these days that they often come unprepared for meetings with others. When you come unprepared, it is really saying to others that you are not valuing their time. Preparation is really a sign of respect, both for the other person and their time.

THE MESSAGE YOU SEND TO OTHERS – 30th mar

Everyone's habits are sending a message to others, so what message would your habits send? People form a picture of who you are by what you do versus what you say. That's why successful leaders are so focused on being the right role model, and developing role models in their key people.

PREPARING FOR TOMORROW'S CONVERSATIONS – 31st mar

As they say, success is a team sport, and how we interact with others makes a big difference. Leaders who are successful in gaining support from others do their preparation in order to gain that support. They prepare today for tomorrow's conversations. Do you?

APRIL

PEOPLE REMEMBER A GOOD STORY – 1st apr

Great communicators are great storytellers. Stories bring alive in others the key messages you are wanting to convey, and as you know for yourself; everyone remembers a good story. With this in mind, how would you rate your ability to tell a good story?

PIVOT FROM ME TO OTHERS – 2nd Apr

The quality of our relationships with others is based on our ability to pivot from us to them in our focus. The more we consider their thoughts and feelings, the more we can engage them in the conversations, and that will always help us to gain what we want from the conversations too.

HELP THEM PAINT THE PICTURES – 3rd apr

Good communicators are said to be able to paint pictures in other people's heads. However, great communicators have the ability to get others to paint the pictures themselves, which is far more powerful.

PROOF THAT YOU LISTENED – 4th apr

The proof that you listen to others is in what you remember and reference back to them in future conversations. Therefore, by taking good notes and remembering important points that others make, you then have the opportunity to refer to these points in future conversations and prove that you listened.

WALKING IN ANOTHER'S SHOES – 5th apr

Our first instinct is to always look at situations from our own perspective. However, to gain influence with others, we need to look at it from their perspective too. If we were walking in their shoes, how would we think and feel about this?

TRYING TO PLEASE EVERYONE IS NOT POSSIBLE – 6th apr

There is one thing in life that you will never be able to achieve, and that is pleasing everyone. If you have strong convictions on what you think and feel, there will always be people who think and feel different than you...you will never be able to please them. Trying to please everyone can move you from who you really are.

MATCHING ANSWERS TO THE LEVEL OF THE QUESTIONS – 7th apr

One of the biggest mistakes people making in conversations is not making their answers to the level of the questions. By answering with too much detail, the other person becomes bored and either goes to sleep or cuts you off. Answer the questions at the level that they are being asked, and they will ask for me detail if they want it.

THE MESSAGE YOUR BEHAVIORS COMMUNICATE – 8th apr

Our behaviors are often speaking louder and drowning out what we may say. What would you like your behaviors to say about you, and have you ever done a little reflection to evaluate whether they are saying it? Sometimes, a little tweaking of our behaviors can amplify what we say in a big way.

GETTING OTHERS TO THINK, FEEL & DO – 9th apr

Communication is just an activity, and the true outcome of communication is getting others to think, feel & do. You often get people to think by what you say, and get them to feel by how you listen. It is the feeling that powers more action in others than the thought, so always add the feeling to all your communications.

GIVING WITH NO STRINGS ATTACHED – 10th apr

The people getting the best help from others are always giving of themselves without expecting something in return. When we have this as a mindset, we end of receiving back from others when we don't expect it and it is often when we could really benefit from receiving their help. Give with no strings attached.

NEVER AN UNKIND WORD – 11th apr

Whatever we say has the tendency to make its way back to us. So, it is always the best policy to never say an unkind word about others to others. You can tell a lot about a person's character by observing how they talk of others when the others are not present. Remember, never an unkind word.

SHOWING THE APPROPRIATE EMOTION – 12th apr

In our communications, emotion is an amplifier. Just as with music, everything at the same volume is not good, so it is with our communications. Successful leaders know that showing the appropriate emotion is key in gaining the right responses from their people.

SHOWING OTHERS HOW TO TREAT YOU – 13th apr

People treat us the way we either allow them to treat us or we have educated them to treat us. That's why what people do to us is not really their responsibility, but our responsibility. The more we are accountable for our actions and the impact on others, the more we drive our relationships with others in the way we want them.

A NETWORK FORMING AROUND YOU – 14th apr

Our network is what both powers what we can accomplish and determines how fast we grow. People with the best networks get others to form around them, as they are always seeking for ways to add value to others (versus always trying to get something from others).

CAN OTHERS RELY ON YOU? – 15th apr

The help we can get from others is often based on the help they can receive from us. In other words, if others can rely on you, then there's a better chance that you will be able to rely on them. When you do what you say, you encourage others to do the same.

IT'S NOT HOW THEY TALK ABOUT IT – 16th apr

To truly understand if your people are "getting it", you have to observe their behaviors and not just what they report to you. That's why successful leaders are always walking around their organizations and really observing what people actually do (and especially how they interact).

EXPRESSING YOUR BELIEF IN YOUR PEOPLE – 17th apr

Your people are driven by the belief in themselves that they can do it. That's why it is so important for leaders to show their belief in their people. It supports their people's belief...helping to keep it strong even in difficult times. It is often our leader's belief in us that helps us do what we didn't think was possible.

IT'S ABOUT HOW IT MAKES THEM FEEL – 18th apr

Everyone communicates to get others to understand what they say (to think). However, the very best communicators go beyond understanding, they want others to feel "WHY" what they are saying is important and relevant to who they are communicating to. Action is powered more from a feeling than a thought.

JUMP START YOUR KEY RELATIONSHIPS – 19th apr

It is our key relationships that drive both our happiness and our success in life. You can get a jump start on developing these key relationships by blocking off some quality time to really get to know others well in a much faster way.

WHEN YOU FAIL YOUR PEOPLE – 20th apr

The most common way leaders fail their people is in not providing timely feedback. Without timely feedback your people never get the opportunity to improve faster, and this means that you are slowing their growth and progress. If your people's growth slows, so does the growth and achievement of your team.

CHALLENGE OTHERS TO THINK BIG – 21st apr

Your people can only achieve to size of their thinking, so that's why it is important to think big. They will never create the plans for big success unless they can picture it in their minds first, and have it as a shared target for everyone. Thinking big stretches everyone to use the potential that is inside them.

LIVE YOUR VALUES – 22nd apr

One of the things that bothers you most about others is when they talk about strong values and then don't bother to live them. What they are saying to you is do what I say, but don't look at what I do. However, people judge others more on what they do than what they say...and are judging you the same way!

THE ABILITY TO CONNECT – 23rd apr

They say success is a team sport, so the ability to get others to help you is key to your success. It is about the ability to connect with others, and showing them how working together helps both you and them become more successful. Together is always more successful than alone.

ANGRY PEOPLE HAVE NO BOUNDARIES – 24th apr

Anger is one of those emotions that make boundaries disappear. Without the anger, people have their boundaries of behavior and live within them. When they get angry, those boundaries disappear and their behavior can go to extremes. So, watch out or your anger will take you to behavior with a lasting negative impact.

IS BEING RIGHT ALWAYS RIGHT – 25th apr

Some people are always focused on being right, and also letting everyone else know about it. However, is being right always right? In some cases, being right might have you feeling good right now, but have damaged a relationship that prevents better things happening in the future. Be careful about the need to be right.

INCREASE YOUR POWER OF OBSERVATION – 26th apr

Successful leaders are curious and have great observation skills. What others miss, they don't, and this helps them in motivating their people to achieve more. It is often the small things we observe that helps us build the right pictures of others, and give us insights into how to both communicate to and motivate them.

DIFFICULT PEOPLE HAVE AN ACT – 27th apr

Difficult people seem to have better acting skills than others. They act in certain ways to get what they want (fulfilling their need), and they are changing their behavior to fulfill that need. This means that their behavior is often inconsistent, and difficult to predict unless you know their need that continually needs to be filled.

PUTTING THE OTHER PERSON AT EASE – 28th apr

One of the skills of great communicators is to put others at ease, and two things happen by doing this. When people are at ease, they are more willing to share more about themselves, and also are in a better mood to listen to what others are saying too.

WHAT ARE OTHERS NOT SEEING ABOUT YOU – 29th apr

People with great influence have ways of showing their passion and energy to others, and that's the most important thing that they want you to see. If your influence is not what you would like it to be, what are others not seeing about you? Are there ways to show others that passion and energy you have within you.

NOT LETTING THE OUTSIDE CONTROL THE INSIDE – 30th apr

A successful life is driven from the inside out versus the outside in. In that way, you are in the driver's seat of your life. Whenever you let others control you (the outside controlling the inside) you are surrendering the driver's seat and they end up taking you to places you didn't want to go.

MAY

A COMPELLING REASON TO ACT – 1st may

Successful leaders are always creating a compelling reason for their people to take action and keep taking action. That reason is based on both logic and emotion, and it is the emotion that powers and sustains the action more than the logic. In creating your compelling reasons, what is your emotion to logic ratio?

UNDERSTANDING THE SILENT SIGNALS – 2nd may

The very best communicators have the ability to respond to not only what is being said, but what is not being said (the silent). In every conversation, and especially the ones on difficult issues; there is more to be gained by understanding the silent than the said.

CHARISMA IMPROVES WHEN YOU FOCUS ON OTHERS – 3rd may

Think about people you know who have lasting charisma. They don't make everything just about them, but engage others in ways that make others feel better about themselves or about the work they are doing. Charisma is built in many ways, but arrogance is not one of the ingredients.

ATTENTION = ACKNOWLEDGING THEIR IMPORTANCE – 4th may

When you give others your attention and really listen, what you are really doing is acknowledging their importance. This shows them that they are worth your time. There are many leaders today that have forgotten this simple action of making their people feel important...by giving others attention.

RESPOND VS REACT TO DIFFICULTIES – 5th may

Everyone experience difficulties in life, and how we respond to them can make a big difference. Some people just play defensive, and just react to what others do. Others play offensive, as they think ahead and focus on how they respond to have more influence.

MAKE HONORING YOUR COMMITMENTS A HABIT – 6th may

Commitment has a power, and when you honor your commitments you get more support from others. The successful have formed a habit (their own commitment) to always honor their commitments, and others view helping them as a good investment of their time.

MAKING OTHERS FEEL SPECIAL – 7th may

People want to feel they are special, even unique. The more take notice of others special talents and mention them, the stronger the impact with have on others. Too often people take more notice of the negative versus the positive, and then miss others unique talents completely.

IT'S ABOUT ME SEEING THEIR VIEW – 8th may

Whenever your struggle with your communications with others, the key to this struggle is your difficulty in seeing their view on the subject. When you put yourself in others shoes, you begin to listen to what they say in a context that helps you understand what they are trying to express.

THE IMPACT WE HAVE ON OTHERS – 9th may

The impact we have on others often has a foundation based on how well we understand them. When others feel we understand their thoughts and feelings, our words will be listened to closer and will have a larger impact on them.

WHAT KEEPS YOU CONNECTED? – 10th may

Relationships are really connections, and when you understand what keeps you connected, you will always be able to maintain the relationship no matter the distance. Think about your most important relationships: What keeps you connected?

THE TIME TO COMMUNICATE – 11th may

If you think about making a larger impact, you always need to get more people involved, as you are then not limited by your own personal capacity. It starts by setting aside time to communicate with others, and to start building the key relationships that help you extend your impact.

SIMPLIFY AND AMPLIFY – 12th may

They say that the best leaders can keep things simple and explain to others in simple and concise ways. That's important, because the simple is more easily shared with others, and this is the best way to get any message amplified.

MORE IMPORTANT THAN TALKING – 13th may

Everyone loves to talk, and often their most favorite subject is themselves. This feels good, but to be a good communicator; it is more important for others to feel good. Listening is more important than talking, as you get others feeling valued...worth listening to.

TRUST IS THE CURRENCY OF RELATIONSHIPS – 14th may

Trust is the foundation of relationships, and you can describe it better as the currency of relationships. The value of your influence with others is based on the trust you have created and maintained over time with them. To build strong relationships, always have your focus on the currency - trust.

CLARITY OF THOUGHT AND MESSAGE – 15th may

Successful leaders are great communicators and that starts with having very clear thoughts and the ability to convey those thoughts into very clear messages. When you talk with these leaders, it is never in doubt what they said and what they are asking you achieve.

BEFORE YOU GIVE YOURS – 16th may

If you are a leader, you always have to ask and listen to the ideas of your team before sharing yours. Once you share yours, you take the conversation (and the ideas) in the direction of your thinking and often miss out on what others could be thinking.

LOOKING FOR THINGS YOU CAN SHARE – 17th may

Sharing is a trait that always creates a great feeling in the person who is sharing. We can make a stronger impact on others (and feel better at the same time) when we are always looking for interesting articles/videos to share with others.

HAVING A FRESH POINT OF VIEW – 18th may

If we are always repeating the shared views, it often becomes white noise to people and they stop listening. When we bring a fresh point of view, people always take notice and want to learn more. Package what you say with a fresh view and you always get more thoughtful listeners.

OPENING THEIR EYES TO NEW THINGS – 19th may

Influence is often thought of as getting others to do what you want. When you open others eyes to a new way of thinking, you often drive both different action and more action on what you want. Open their eyes and you often open their heart too.

EXPRESSING APPRECIATION BUILDS FRIENDSHIPS – 20th may

One of the simplest forms of appreciation is being used less these days. It's the THANK YOU. When we express our appreciation of others, we are really telling them we value them being part of our lives...and that always makes our friendships stronger.

EVERYONE LOVES ATTENTION – 21st may

When you give people your attention, they feel you value them. That's powerful, and we are so busy these days that we are always thinking we don't have the time! Successful leaders know that when they give their people attention (and on the right things), their people always take more ownership for what they are doing.

CREATING THE RIGHT CONVERSATIONS – 22nd may

If you think about it, you are always making more progress when you have the right conversations with the right people. First, they help you get more clarity on your own thinking, which helps you take faster progress. Second, you often get more help faster when you engage others sooner.

LOOKING BEYOND THE DIFFERENCES – 23rd may

When people think of their key relationships, some think of the differences first; with others looking at their common interests. There are always differences, so to understand each other better we need to look (and listen) beyond the differences.

BEING CLEAR IN THE MOMENT – 24th may

The people with strong influencing skills have the ability to make their communications clear when they need it most. While others let emotions or tensions disrupt their thoughts and communications, these people have the ability to stay clear in the moment. How are you in the moment?

AVOID SCRIPTING YOUR CONVERSATIONS – 25th may

Great communicators conversationalists don't know exactly what they will discuss with others. They don't script their conversations. What they do is their preparation and understand what they are most curious about of others.

PEOPLE BUY PEOPLE FIRST – 26th may

In trying to sell anything or influencing others, people often buy into you first before considering what you are trying to sell or influence. People buy people first, and the confidence and rapport you build with others has a big impact on how closely they are listening to you.

GETTING TO THE RIGHT LEVEL – 27th may

Effective communicators know at what level they need to have the conversation with others in order to both make the other person more comfortable and to achieve the outcome they want from the conversation. Far too many people don't choose the right level for their key conversations.

SEEN THROUGH THEIR EYES – 28th may

Perspective is something that shapes our conversations and our lives more than anything else. So, to have more influence on others, and shape your conversations to your advantage, it is good to first look at the situation through their eyes versus yours. It is about understanding their perspective.

GIVING VALUE IN EVERY CONTACT – 29th may

People who are great at building strong business relationships are always focused on giving value in every conversation. Sometimes this means sharing an insight or a story that would be helpful to others, and often it is just about giving others your full attention and simply listening.

WHAT THEY ARE FEELING VS SAYING – 30th may

People don't always express what they are feeling. That means if you are only responding to what others say, you often miss what it is they are really trying to express. Strong links have a foundation in a feeling versus a thought. Be more observant of the feelings behind the words.

WHAT IT MEANS TO THEM PERSONALLY – 31st may

Powerful influence is personal. When you reach others on a personal level, you make both an instant impact and a lasting impact. Therefore, when building your approach for influencing think through what it could mean to them personally.

JUNE

GROWING YOUR RELATIONSHIP CAPITAL – 1st jun

You always make a larger impact when you get others with you versus against you. Therefore, your relationship capital (the value of your relationships) is key to both getting and keeping others help you achieve what you want. How is your relationship capital?

NOT CARING WHO GETS THE CREDIT – 2nd jun

When you are always concerned about getting the credit, you never get all the support from others that you could receive. Why?...because your ego is getting in the way. You get what you want (your achievement) faster when you share the credit with others versus try to keep it all to yourself.

WE BOTH DON'T SEE IT IN OURSELVES – 3rd jun

We never have the best relationships with some people, and often it is down to something that both they and us do not see in ourselves. That behavior that is driving a wedge between us is something that neither of us to change, as we cannot see it. We need to always ask for help in seeing our blind spots.

HELPING OTHERS ACHIEVE TO THEIR POTENTIAL – 4th jun

You will get the most from your people when you help others use more of their potential, and that first starts with helping them see the potential that is within them. People will not use what they cannot see, and when they see it; they will use it.

LISTENING (AND THAT'S IT) – 5th jun

One of the most important habits that everyone can improve on is our ability to listen. Those with the best people skills are great listeners and what they do is just listen and that's it. They don't listen with the focus on what they want to say next, but give everyone 100% of their attention and focus on what they want to know more of.

OUR RELATIONSHIPS ARE REALLY ASSETS – 6th jun

Everyone first thinks of assets as something financial, but our most important assets are our relationships. Our key relationships both power the enjoyment and success of both our personal and professional lives. Look at the quality of your relationships and you can see level of quality in your life too.

DEMONSTRATE AN INTEREST IN OTHERS – 7th jun

Others can really tell if you are interested or not. The best communicators and the people with the best powers of influence begin with being interested in others and showing it very early in all their conversations. When you are interested in others and what they say, they in turn will be more interested in you and what you say.

LISTENING HELPS TO DELIVER BAD NEWS – 8th jun

Delivering bad news is something everyone dreads, and most people don't do it in the right way. The best at delivering bad news find ways to listen first, and this enables them to package the message to limit the negative impact and the enhance the positive impact. Listening always helps us to package our messages, both good and bad.

ABILITY TO ENERGIZE OTHERS – 9th jun

Leaders are the energy providers and the very best leaders are those who can energize their people in the most effective ways. They don't treat everyone the same, and know how to reach each of their people in ways to both drive energy into them and for their people to find their own ways to keep their energy topped up.

CLARITY ON WHAT AND WHY – 10th jun

Leaders are the WHY people. They focus people on the direction they would like to take the organization (the WHAT), and then fuel that direction in the hearts and minds of the people with the reason to make it happen (the WHY). Success for the leader is being very clear on both the WHAT and the WHY.

INFLUENCING FROM THEIR PERSPECTIVE – 11th jun

Influence is something that starts with others versus ourselves. We need to consider the perspectives of the people we want to influence so that we can package our key messages within what is most important to them and in a way that they are most interested to listen to us. Powerful influence is from their perspective versus ours.

THE QUESTION FRAMES THE ANSWER – 12th jun

They say that if you want a better answer, then you have to ask a better question. The question frames the answer, and when the question is too simple, you often get a too simple an answer too. To create the strongest influence with others and the answers they generate for themselves, you need to invest more time to create and ask the right questions.

YOUR MESSAGE NEEDS TO BE TRANSFERABLE – 13th jun

Great communicators have a focus beyond the people they are talking to. They want their key messages to be transferred on, and that is where the power is. If you don't make it interesting or memorable, then people will not share it on to others, and that limits the impact of your communications. Focus on making it transferable.

INFLUENCE IS EARNED BY BEHAVIOR, NOT WORDS – 14th jun

Influence is what drives people to help you deliver your goals and the organization's goals. It comes both your communications and your behaviors. Your communications grab your people's attention, and it is your behaviors that are really earning the influence with them.

CAN YOU GIVE AN EXAMPLE? – 15th jun

Sometimes we struggle to understand a new concept presented by others. In these situations, the best question to ask is: Can you give an example? Examples always help us understand new concepts, as we begin to see right away how we could apply them. Remember to provide examples to others.

DEFENDING YOURSELF IS RARELY POSITIVE – 16th jun

Whenever we are defending ourselves in front of others, we are always speaking from a weak position (as others have us on the back foot). It is better avoid these situations, and we can do that by bringing our best behaviors every day. As they say in sports, the best defense is a good offense (being our best).

SEEING ENOUGH IN THE STORY – 17th jun

Stories are a powerful communicator of both information and emotion, and the best leaders are also great storytellers too. The power of the story is measured by whether others can see enough in the story that relates to their own lives. When others can, they will see their own action from the story.

ANGER MOBILIZES THE ANGER OTHERS – 18th jun

You see this all the time. Anger in one person acts like a match that suddenly brings the anger out in others. People with great self control will always focus on constructive dialogue about what triggered the anger, versus just letting the anger out. Let's not be the match for others.

BUSINESS IS AN ACT OF FRIENDSHIP – 19th jun

The truly successful business people treat business as an act of friendship. They look to create strong and profitable long-term relationships (friendships) with the customers. Remember, the closer the relationship, the easier it is to see how you can add more value to your customer's business.

LEAVE YOUR PROBLEMS BEHIND – 20th jun

Everyone has problems, either at home, at work, or with their friends. We let our problems create even more problems when take them on the road with us. Suddenly, our problems at home are impacting our work, and vice versa. It's important to focus on solving those problems where they are and not taking them on the road.

NEVER NEGOTIATE WITHOUT OPTIONS – 21st jun

The most difficult negotiation is when you go into it without any options. The very best negotiators preparation thoroughly the options they have and what can they expect from the other side. Your level of preparation often is a good indicator of the level of your success in any negotiation.

RECOGNIZING OTHER PEOPLE'S INTERESTS – 22nd jun

You often see this ability in great leaders. They all can tell you what their people's key interests are (both in and outside work). When you recognize people's interests, they will be in turn be interested in you and helping you.

DECIDE YOU WANT TO LISTEN – 23rd jun

Many people go through life not having made the decision to listen. They are often &hearing; what others are saying, and just waiting for when it is their time to talk. The best communicators are those people who have made the decision to listen first, and not worrying about their chance to talk.

YOU ALWAYS HAVE A CHOICE – 24th jun

You often hear people say, They made me act that way;. These people are letting others determine their behavior. However, no matter what happens to us, we always have the choice on how we behave. Never surrender the choice of your behavior to others.

OUR BEHAVIORS REVEAL OUR VALUES – 25th jun

You can understand people's values by observing their behaviors. The behaviors of others, especially during times when the pressure is on, will reveal their true character and core values. You can really learn a great deal by observing the behaviors of others.

THERE ARE SOME NECESSARY LOSSES IN LIFE – 26th jun

I think we all have experienced this. We have had friends in the past where we just grew apart. Sometimes, when we make changes in our lives and get re-energized, it might make some of our friends uncomfortable (as they want things to remain just the same). To move forward and create the life we aspire to, we often need to lose some old friends in order to enjoy the company of new ones.

HANDLE OBJECTIONS RIGHT AWAY – 27th jun

You see things so very often in the corporate world. People in meetings get some objections to what they want to do and many times say, Let's take this offline. Not always, but in most situations it is better to handle those objections right away. The others in the meeting also hear the way you handle it and this helps everyone to stay better aligned.

ALWAYS BE LOYAL TO THE ABSENT – 28th jun

One of the biggest problems in relationships (whether in our work or private lives) is talking about others when they are not present. Gossiping is something that never adds value and can only do harm. Therefore, set an example and always stay loyal to the absent.

DESIRE TO KNOW MORE ABOUT OTHERS – 29th jun

People who get ahead in life have a common trait. They all have the desire to know more about others. People who don't get ahead have the desire for others to know more about them. It really comes back to the universal principle of you have to give to receive.

INSPIRE OTHERS BY HOW YOU LIVE – 30th jun

There's a big difference between successful and unsuccessful leaders. Unsuccessful leaders try to inspire others by what they say. Successful leaders inspire others by what they do (how they live). Live your life in a way that inspires others.

JULY

SELL YOURSELF BEFORE YOUR VISION – 1st jul

As a leader, you will never be able to successfully sell your vision unless you sell yourself first. Your people need to buy into you (your character and capabilities) before you earn the right from them to listen to your vision and direction. Be the type of person that sells yourself, just naturally, by the way you live your life.

AUTHENTICITY FEEDS TRUST – 2nd jul

They say that above all else, be yourself. When you are authentic, you always create more trust with others. There are far too many people who go through life masking their real self, and often end up without ever establishing meaningful trust with anyone. Remember, authenticity feeds trust.

HANDLING AN UNFAIR ATTACK WITH POISE – 3rd jul

A real test of a mature person is how they handle an unfair attack on themselves. The mature person is the one who handles such an attack with poise, and his or her actions never make the situation worse, but better. This person knows that nothing ever good comes from trying to get even with others.

INFLUENCE BEYOND YOUR JOB DESCRIPTION – 4th jul

Success in any job is not doing exactly what is on the job description, as often that is defined too narrowly to accurately portray what is needed for success. Influence is what drives success in any job, and those who create influence beyond their job description will always be more successful than those who don't.

ABILITY TO GIVE VERY CLEAR FEEDBACK – 5th jul

One of the core skills for successful leaders is the ability to give very clear feedback. Inexperienced leaders often know what they want to say, but lack the confidence and interpersonal skills to say it in a very clear way (and it sometimes needs to be also done in a very direct way). Clear feedback has a stronger impact on others.

ONE COMMENT CAN MAKE A DIFFERENCE – 6th jul

Our words have power and an impact on others, and more than we realize. It is often that one small comment (either a positive or negative one) that has a lasting impact on others. That being so, it makes sense for all of us to choose our words more carefully and make sure we are making the right impact.

BE WHAT YOU WANT OTHERS TO BE – 7th jul

They say the best way to learn is by example. Therefore, you could say that the best way to influence others is by example as well. That being so, a great goal to have is to be what you want others to be. To have more influence on others, start with yourself and make sure you are the best example of what you want to see in others.

DON'T EXPECT OTHERS TO ADAPT TO YOU – 8th jul

The people who struggle in both their personal and professional lives expect others to adapt to them. To create the relationships that will drive our success and happiness, we cannot expect others to adapt to us, but for us to adapt to others. It often happens when we adapt a little to others, then they will adapt a little to us.

PASSION FUELS INFLUENCE – 9th jul

People will listen to what you have to say, if they see the passion you have about the topic. Passion is like a magnet that draws people's full attention to listen closely about what you have to say. When you have their full attention, you now have the ability to influence them with your ideas AND insights. Remember, your visible passion will fuel your influence.

FINDING THE PEOPLE WHO CAN HELP YOU – 10th jul

No one achieves success on their own and always needs the help of others. One of the key skills for success is not what you know, but your ability to find the right people to help you. Remember, it is often about how you help others that attracts people to be willing to help you. Focus today on helping others and finding those that can help you.

LEAVING UNSAID THE WRONG THING – 11th jul

One of the best people skills to have does not concern what you say or how you say it. It is the ability to leave unsaid the wrong thing. Become sensitive to what should be said and what should be left unsaid, and you will build stronger professional and personal relationships.

INFLUENCE MUST BE EARNED – 12th jul

Your true influence as a leader does not come from your position (your title), but from whom you are, how you act, and how you interact with others. Influence is not something granted to you, but something you must earn. You gain it each and every day in how you honor your commitments and interact with others. The key is being the best YOU, every single day.

DETAILS BRING YOUR STORIES TO LIFE – 13th jul

You know that the best speakers are great storytellers. What make them great at storytelling are the details that they include in their stories. The details, described in very colorful ways, bring the stories to life for the speaker's audience. They help the audience bring themselves into the stories. Remember, you can bring your communications to life by adding the right details to your stories and key messages.

WE ARE ALWAYS SMARTER THAN ME – 14th jul

Successful people have learned this concept very early in their career. We are always smarter than me. The people who get ahead in life are always those who know how to create teamwork between people. Teamwork creates the foundation for even greater success, as no one can be successful on his or her own.

DEVELOP YOUR CURIOSITY – 15th jul

You'll notice one common trait in people with great communication skills. They all are curious and want to learn more about other people. Because of this curiosity, they are always much better listeners than others, and this makes the other people feel important as well. Develop your curiosity to gain better rapport with others.

THANK THEM FOR THEIR TIME – 16th jul

Time is something that everyone puts a different value on, and you can see what value people put on it by the way they use it. When asking a busy and productive person for their time, always thank them for it. Remember, time has value.

IT SHOULD BE THEIR IDEA – 17th jul

People who have had great success as a leader know it should be their people's idea. Asking questions and helping their people see the ideas and solutions is the single greatest skill for success as a leader. When it is their idea or solution, there comes along with it greater ownership to implement it.

YOU CAN LEARN A GREAT DEAL BY OBSERVING – 18th jul

You will be amazed how much you can learn by observing others. The way people handle themselves in different situations can be a great learning on what to do and what not to do. Stretch yourself and try new experiences, as you will not only learn by doing something for the first time, but also by observing others.

HOW POSITIVE IS YOUR LANGUAGE? – 19th jul

If people observed your language all day yesterday, would they say it was more positive or more negative? So, why is language so important? Which person would you rather give support to when they needed help, a positive or a negative person? Everyone needs the help of others to be successful, and those who have a positive language always get more help than those who don't. Keep your language positive each and every day.

PRAISE ACCORDING TO PEOPLE'S PREFERENCES – 20th jul

One thing every successful leader has learned is that people get motivated in different ways. To give effective praise, it can never be done in a generic way. Great leaders look for and establish unique ways to praise their people when they have done a good job. They realize that this unique praise can be one of the most powerful motivators.

USE YOUR POWER OF INFLUENCE – 21st jul

It is very important to use one of the most powerful factors in life (your power of influence). Many people spend their time just making sure the other person hears what they want them to hear, and not considering the other person's situation. They think only one way. Always consider the other person's situation and thinking (two way), and you will be surprised at the power of influence you will have.

PICK UP THE VOCABULARY OF THE GROUP – 22nd jul

We all encounter new situations or join a new company or team. Very often, it comes down to our ability to learn the 'vocabulary' of the new company or team that helps us fit in better. Each company or team has their own unique abbreviations and ways of saying things. Learn the vocabulary and you build rapport with others much faster.

BUILD RAPPORT BEFORE YOU NEED IT – 23rd Jul

The best approach is to build rapport with key people in your business and your life before you will need it. Very often people take for granted the other people they know, and when some troubles arise, they are often asking for help or favors from people they really don't know well. Build rapport with others by focusing on helping them, and in return, they will help you when the need arises.

LEADING BY INFLUENCE – 24th jul

Leadership is all about influence. You can only use your position power so far in getting things done. To win over both the hearts and minds of your people, you need to use your personal power, and this all comes down to the ability to influence others. To become a better leader, develop your communication and influencing skills further.

THE FIRST THING YOU SELL IS YOU – 25th jul

Everyone is in sales and the most successful sales people understand one key factor in their success. They first need to sell themselves first, and so do you. In whatever you want to accomplish in your business and personal life, you are always selling YOU to others first. Remember, it is often your ACTIONS and not your words that sell YOU to others.

PEOPLE WANT TO MAKE AN IMPACT – 26th jul

Your best people always want to make an impact, and see the results of the contributions they are making in their work. For leaders, it is always good to focus on how your people could "see" the impacts they make, and "recognize" them for their contributions. This will drive even greater creativity and ownership in your best people as they take on any new challenges and opportunities.

MAKING THE NECESSARY CONNECTIONS – 27th jul

In your personal and in business, the connections you make power both your achievements and your happiness. It is much easier to make the necessary connections when you have defined the first, and put the list of them in front of you all the time. With today's fast paced world, the right connections are something you shouldn't forget.

GIVE UNCONDITIONALLY, THE WORLD PAYS YOU BACK – 28th jul

Successful people have learned to give to others without any conditions, and that means doing something for others and not expecting something directly back in return. When you give unconditionally, the world will pay you back, and usually when you least expect it, as well as when you could really use the help. Give without conditions and the world pays you back in very special ways.

PREACH ONLY WHAT YOU PRACTICE – 29th Jul

There are many people that always want to tell you how to do something. However, it is very often that these are the very people who "don't really do" what they are telling you to do. Basically, they never practice what they preach. To both gain and keep the respect of others, make sure that you are always practicing whatever you are preaching.

LITTLE THINGS CAN MAKE BIG IMPRESSIONS – 30th jul

You have often experienced this in your own life. Your friends or co-workers did something for you or remembered something little you had said, but that was very important to you. Those little things had made a big impression on you, as it showed that the others had "cared". Remember, little things can make big impressions.

YOUR ATTITUDE CREATES THE ATMOSPHERE – 31st jul

There are so many people who understand this backwards. Your attitude really creates the atmosphere around you, and your attitude is something that you always decide ahead of time. Successful people create their own atmosphere around them, while others let the atmosphere determine their attitude. Be the one who creates your own atmosphere around you by deciding to have a great attitude ahead of time.

AUGUST

YOUR RELATIONSHIPS DRIVE YOUR SUCCESS – 1st aug

We all focus on getting things done and the "Do". However, our success is often more driven by the "Who". No one is successful on his or her own, and it is the key relationships that we have developed that help us achieve our success. Before thinking "Do", always think "Who" could help. Also, think about helping others, as they will always in return help you.

PERSUASIVE VERSUS INFORMATIVE – 2nd aug

When trying to influence others, there are far too many people who think that they need to share as much information as possible. Now, information helps, but we are all persuaded more on an emotional level than an intellectual level. To be more successful in influencing others, be persuasive on an emotional level versus just being informative.

WE HAVE CONTROL ON HOW OTHERS TREAT US – 3rd aug

You often hear people say, "I wish he/she would not treat me that way," They think that they have no control over how people treat them. In fact, it is mostly just the opposite. How people treat us is in response to how we act. The best way to change others is to change ourselves first.

SO SMART THEY STOP LISTENING – 4th aug

A big problem with very intelligent leaders is that they assume they know more than they really do. In conversations and meetings, they think they already know what's being talked about and then stop listening. If you are a leader, don't fall into this trap, as listening is the path to even greater success as a leader.

DON'T WORRY ABOUT WHAT YOU CAN'T INFLUENCE – 5th aug

Too many people use up all their energy worrying about things they can't influence. They are really spending more time worrying about how to change others, and don't invest time developing themselves. If you ever find yourself worrying about things you can't influence, just focus on what is within your influence - You (as you at your best is the best influence on others).

ADAPT OR BE LEFT BEHIND – 6th aug

In today's world, everything is changing at a faster and faster pace. How we interact with the world determines our success, and this drives us to adapt our plans and actions to meet the different opportunities and challenges we face. You could say that we all need to learn to adapt or we will be left behind.

HELP OTHERS BUILD THEIR NETWORKS – 7th aug

All successful people understand that their success comes from the relationships they have built (their network). Also, they understand that their network grows faster by helping others grow their networks as well. Helping others build relationships (their networks) will encourage them to do the same for you. Remember, it is always your relationships that power your success.

CONNECT WITH OTHERS AT THEIR SPEED – 8th aug

You can sometimes see this issue in very intelligent people. They are so quick in their thinking, that they often skip details when talking with others, and are always assuming that others are thinking at the same speed as they are. Basically, they are not making the connection. Remember to connect with others at their speed.

YOUR WAY AND THEIR WAY – 9th aug

As a leader, getting your people to own the key outcomes for success is one of your top goals. If there are multiple ways to the same outcome, don't worry about them following your way, as it is more important that it is their way. If there is an equal chance for success, always support their way. Their way leads to more ownership from your people.

TAKE TIME TO BUILD GREAT RELATIONSHIPS – 10th aug

When you look at your life, you often look at two key factors. 1) What you have achieved. 2) What relationships you have built. Many people focus on the achievements and not enough on the relationships. The greatest enjoyment in our lives come from the relationships we have built. Build great relationships and you build a great life.

EVERYTHING IS REALLY ABOUT PEOPLE – 11th aug

If you think about creating success for yourself, it all comes down to how well you can get along with people. Functional skills are needed, but people skills are what are absolutely necessary. Evaluate yourself on how you can improve your people skills, and take action on your improvement plan from today.

LOOK PAST THE FAULTS OF OTHERS – 12th aug

It is interesting, as most people will see the faults of others before ever noticing their strengths. However, to build healthy and productive relationships, we need to always strive to look past the faults in others. Seeing the good in others will bring out more of the "good" in them.

ONLY BLAMING OTHERS MAKES YOU A FAILURE – 13th aug

No one really is a failure until they start blaming others. We all make mistakes and could definitely do some things better. However, people who take responsibility for their actions are never a failure, as they just understand the learnings and move forward. Only those who don't take responsibility and blame others are the real failures.

PEOPLE SAY "YES" EMOTIONALLY – 14th aug

In business and in life, we all try to get others to say "Yes". Far too often people try to use logic alone to convince/persuade others. However, we all say "Yes" emotionally first, then justify our decision with the logic. Make the emotional link in order to hear the "Yes" more often.

STORIES CAPTURE PEOPLE'S ATTENTION – 15th aug

When trying to convince others of something, you really first have to grab their full attention. Stories will always grab their attention, and once you have their attention, they will listen more closely to what you have to say. Learn to be a great storyteller in order to be able to be more effective in influencing others.

APOLOGIES DON'T COST YOU ANYTHING – 16th aug

One of the things most of us have difficulty with is apologizing. However, apologizing doesn't really cost you anything, and will often provide many positives in return from others. Never forget the power that lies in apologies.

ARE YOU GROWING OR MILKING YOUR RELATIONSHIPS? – 17th aug

Too many people grow their key relationships to a certain point and then start milking those relationships. They stop taking the actions to grow them further, and now are "just using" (milking) others. Set a goal to always be growing your key relationships and no one will be assuming that you are taking them for granted.

GETTING INTERESTED IN OTHER'S INTEREST – 18th aug

The best way to create friends is to be interested in other's interests. It comes back to the old saying, "People do not care how much you know until they know how much you care." Go first, and show an interest in other's interests.

BE WHAT YOU WANT OTHERS TO BE – 19th aug

Everyone would have a better attitude and behaviors if they thought of themselves as being the best role models for others. If you want others to be a certain way, first look inside yourself to be that person first. Be what you want others to be.

MAKE OTHERS FEEL IMPORTANT – 20th aug

Everyone has the desire to feel important. As a leader, making your employees feel important and having them understanding their contribution to the organization's success can be one of the most powerful outcomes to drive. Employees who feel important will rise to face any challenge or problems in their way.

ABILITY TO SELL YOUR IDEAS – 21st aug

One of the most powerful abilities to get ahead in your business life is the ability to sell your ideas to others. The ability to communicate the passion and belief behind your ideas can gain you more cooperation in order to accomplish whatever you want to achieve.

SHOWING OTHERS THEIR POTENTIAL – 22nd aug

The very best leaders all have one thing in common. They are all very good at showing their people the potential that is inside them. These leaders understand that to create more value in their company, they need to grow their people to use their potential. You could say that companies grow faster when the people are motivated to use their potential.

HOW COULD THE OPPOSITE BE TRUE? – 23rd aug

There's a great way to develop the arguments for any position you take. Invest a few minutes time to think about how the opposite might be true. When you have an idea of what others might think against you, you will be better prepared to justify your position.

ASK IS MORE POWERFUL THAN TELL – 24th aug

All successful salespeople know this very well. When they are asking questions, they are in control of the conversation and are learning more and more about the customer. So you see, asking versus telling gives you more information, and as they say; information is power.

NEVER ALLOW A BAD DAY TO BE VISIBLE – 25th aug

The happiest and most successful people have bad days just like everyone else. However, the big difference is that no one can spot them. These people have made the decision to not "bring to others" the problems they have. They know that they will get more help from others and enjoy the day better if they look past their problems and just get on with it.

A BUT DEVALUES THE THOUGHTS OF OTHERS – 26th aug

Some people really use the word "but" far too often. You will use it less when you think of the word "but" in the following way. The word "but" devalues the thoughts of others as in - I agree with you..., but... Eliminate "but", and use the word "and" instead.

BE WILLING TO BE A LITTLE UNREASONABLE – 27th aug

Sometimes to accomplish great things, we have to be unreasonable. It often takes doing what others are not prepared to do that makes us successful. To the successful people, it is just something they need to do that's going to get them to their goals. To others, it just appears a little unreasonable.

WORDS HAVE MEANING, AND MEANING HAS IMPACT – 28th aug

Think back in your own life and to the people who made the biggest impact on you. You probably can recall the exact words that they said to you at that time. Their words had real meaning to you, and that meaning made the impact on you. Remember, words have meaning and can make an impact on the people you talk with each and every day.

THAT'S A GREAT QUESTION – 29th aug

Here's a good phrase to use with others. When they ask you an interesting question, say: "that's a great question". People feel good when others compliment them on their questions, and if it's a tough one, you have just bought yourself a few extra seconds to think of a good answer.

DEMONSTRATE VERSUS TELL – 30th aug

For a leader, the true power comes from when they not only tell their people, but demonstrate as well. When a leader demonstrates each day the principles and behaviors he or she talks about, then everyone sees that it is more than just "talk" and begin to act in similar ways. Demonstrating or "living the talk" brings a leader true power.

EVERY NO NEEDS A WHY – 31st aug

When you are trying to influence others, you will often hear many no's. It is what you do when you hear the no's that makes all the difference. The best thing to do is to ask for the why behind the no. You often will hear something that can help you turn that no into a yes.

SEPTEMBER

RECOGNITION APPEALS TO THE EGO – 1st sep

You sometimes see this in people. Too much recognition early on in their success appeals too much to their ego. What happens is they stop doing the learning and preparation that brought them their success to begin with, and their performance slows down. Watch how you treat recognition.

HELP OTHERS THINK THINGS THROUGH – 2nd sep

One of the best things a leader can do is to help his or her people think things through. When a leader helps their people see the answer in themselves, two things happen: 1) The people get the confidence that they can do it again - maybe by themselves next time, and 2) They know they have the support of the leader - who helped them think it through.

IMAGE IS NOT A CONSTANT – 3rd sep

Your image to others is not a constant. Just like your opinions of your favorite restaurant or hotel changes with the service you get each time, so does your image to others. Your image to others is based upon how you interact with them and how you do what you said you would do. Always strive to put your very best image forward in everything you do.

IMPRESS UPON, NOT JUST TO IMPRESS – 4th sep

There are many people who try to impress others with their talents and abilities, and usually are just trying to feed their egos. However, the people with real power set a goal to impress upon. They want to set a good example and be a great role model. Their goal is to impress upon others, versus just to impress.

IF OTHERS OVERREACT - STAY CALM – 5th sep

The ability to control your emotions can really help you to have more power and control in all situations. People who overreact are showing a weakness that can be exploited, and often they are not thinking clearly or in a balanced way. If you remain calm, this gives you a tremendous advantage to control the situation in your favor.

YOU LISTEN WITH YOUR EMOTIONS – 6th sep

We all take in more of what others say when we are not only interested in the subject, but if it also creates some emotion within us. We actually listen better when others engage us not just intellectually, but emotionally. That is why the best speakers are great storytellers. They engage our emotions.

THE PEOPLE YOU WANT TO ATTRACT – 7th sep

The people you associate with will often determine that the level of success you will achieve. For the success you desire, what type of people do you want to associate with, to attract? The more specific you are in whom you want to attract, the faster you will take the actions to attract those people.

YOUR ATTITUDE CAN BE AN ASSET – 8th sep

Some say attitude is everything. However, it is the starter for many things, and having a great attitude can help you accomplish your goals faster than without one. Everyone wants to be around people with great attitudes, so your help is always close at hand.

GOT A MINUTE IS NEVER A MINUTE – 9th sep

If you are a leader, you hear this all the time - &got a minute;. One thing for sure, got a minute; is never a minute. However, leaders can always limit the time on these interruptions by always taking them standing up. It always encourages others to be more concise in their explanations.

BEGINS WITH BEING SELF AWARE – 10th sep

How well we interact with others, and the success we achieve in life, very often is the result of our self-awareness. Understanding who we are is really the foundation of ability to adapt to others and all of life's situations. To improve your people skills, invest in reflection each day to understand yourself better.

YOUR BEHAVIORS HELP REINFORCE YOUR MESSAGES – 11th sep

What you say has more power with others when they see your behaviors consistent with what you say. In driving any change efforts, it is important for your consistent behaviors to be visible to others, as it will help reinforce the key messages of the change that you are driving.

NOT AFRAID TO ASK WHY – 12th sep

Sometimes, people in business don't ask some simple questions because they don't want to appear stupid. However, the most successful leaders are always asking simple questions and some are so simple that people in their team never even thought about it. Very often the simple questions will question our assumptions.

BOTH WHAT YOU SAY AND HOW YOU SAY IT – 13th sep

Great communicators know that there are two parts to every message they communicate - what they say and how they say it. Actually, the more powerful part and the one that leaves the biggest impact on others is how they say it. Invest more time in how you say it, and you also won't have to say as much to get the message across.

RECOGNIZED AND REWARDED – 14th sep

Everyone has the desire to feel appreciated, and this applies equally to both our work life and private life. The best leaders are always focused on recognizing the achievements of their people, and also look for innovative ways to reward them for those efforts.

HELPING THEM BECOME MORE VALUABLE – 15th sep

Everyone really wants to make a difference, and the more value you bring, the more difference you can make. Leaders help their people become more valuable by increasing their ability (confidence) to take responsibility and make decisions on their own. In many ways, leaders help their people help themselves.

CHANGE FROM BUT TO AND – 16th sep

Our language includes far too many but's than it should. In fact, it is probably better to eliminate them, and eliminate is the key word. Using a but in a sentence is really eliminating whatever you said before the but. So, you could say that a but doesn't add to what we say and only eliminates what we say.

THE POWER OF RELATIONAL CAPITAL – 17th sep

When most people think of capital, they think of money. However, the most important capital is not money, but our relationships (relational capital). The quality of our relationships enable us to deliver more value to others (gaining more money), and enrich our lives to also enjoy more the journey of life.

FOCUSING ON FINDING COMMON GROUND – 18th sep

All good relationships have been built upon some common ground. The differences between people always make our relationships more interesting, but the common ground of shared values and experiences are the foundation for creating and keeping great relationships.

THE SAME UNDERSTANDING – 19th sep

In business, most problems come from people understanding situations in different ways. You can never get everyone perfectly aligned, but you can always focus on the three main things that people should understand in the same way. When you have common understanding on the major things, the minor things won't be a problem.

HELPING OTHERS HELP THEMSELVES – 20th sep

Helping others has a plus and a minus. If we help others who don't believe in their own abilities, then we are just creating a continued need for help (they will always be relying on others). The best help we can ever give is helping others help themselves. That's the approach with a long-term impact.

THE INVISIBLE POWER – 21st sep

What makes a person successful is often invisible to others. It's their preparation time, the time when they confirm their focus (the important) and plan the key actions and meetings with others that will help them achieve that focus. What's invisible to others can power your success.

WITH FRIENDSHIP COMES RESPONSIBILITY – 22nd sep

Friends really enrich our lives, and are there for us when we really need them. That's because with friends comes responsibility, and our friends feel that responsibility to help. Some people avoid strong friends, not because they don't want them, but because they don't want the responsibility that comes along with it.

SEE IT THROUGH THEIR EYES – 23rd sep

Many people can be a part of the same situation and take away just as many interpretations from that same situation. People see through their own eyes, and base their interpretations on their own life experiences and feelings at that time. To understand others, we need to see it through their eyes, as well as our eyes.

RESPONSE TO HOW ARE YOU? – 24th sep

The way you respond to others asking you How are you? can indicate a great deal about your attitude, especially when you are under some pressure. Notice the successful people in life...their response is the same no matter what the circumstances they find themselves in. Why? Because they are in control of their attitude.

HELP THEM SEE THEMSELVES – 25th sep

Successful leaders are focused both on results and growing their people to achieve their potential (and even greater results). Self-awareness is key for their growth, and these leaders help their people see themselves more clearly. This enables their people to have more influence and be a better team player, both internally and externally.

BEING WORTHY OF INVESTING IN – 26th sep

People who have achieved success always like to help others achieve success too. However, given their time commitments, they pick and choose the people they will invest their time in. We are worthy of this investment of their time when they see in us the desire to grow and the discipline to do whatever is necessary. Be worthy of investing in.

COMMUNICATING A FEELING – 27th sep

As our feelings often power our Behaviors more than what we think, then our communications with others should focus more on communicating a feeling versus just communicating information. The best communicators know that their job is to focus on what they want others to think, FEEL, and do.

DELIVER BAD NEWS QUICKLY – 28th sep

You can tell a great deal about the character of a person by how quickly they deliver bad news. It's the people who take 100% responsibility for their lives that know that bad news does not age well. Their strength of character drives them to do the right thing at the right time (which means right away).

SHOWING COMMITMENT GETS OTHERS COMMITMENT – 29th sep

Leaders go first. That's an old saying that highlights that if you want someone else to do something, you first do it yourself. The best way to get others showing commitment is to show the commitment in yourself first, and in everything you do. You have to be it before you see it in others.

ALIGNING SELF INTERESTS – 30th sep

Everyone has their self interests, and successful leaders know this well. It's really about the personal win/win, and that's about aligning the self interests of everyone towards the goals of the organization. When leaders align the WHY of the organization to the self interests of their key people, magic can happen.

OCTOBER

PROVIDING THE MEANING FIRST – 1st oct

Successful communicators know that the brain processes meaning before detail. They are always starting off any explanation with the WHY (the meaning), so that others both understand more quickly and more deeply the detail. Also, stories and examples are the best ways to share the meaning.

EXAMPLE IS THE BEST TEACHER – 2nd oct

Role models are powerful, as they provide a living example of what you want others to do as well. In getting others to learn something more quickly, examples (whether descriptions or living examples as role models) are what drive the learnings faster into action than any other method.

DEBATE, BUT WITH THE DATA – 3rd oct

You see many meetings where there is a long debate just on the differences of people's opinions, and no discussion of the facts (the data). Companies with successful meetings use data to drive more productive discussions of the options and arrive to better overall decisions.

OBVIOUS AFTER LISTENING – 4th oct

The fundamental skill of leaders who achieve long-term success is the ability to listen. These leaders have found that the way forward becomes obvious when they listen to their people. Listening enables the leaders to both understand their people's abilities, and also how to motivate them to do their best.

CHOOSING THE MESSENGER – 5th oct

In influencing others, the impact of the message often comes from who the messenger is, versus just what's in the message. In expanding your influence across the organization, it's important to get some help and choose a messenger's) that can amplify your message.

GET INPUT FROM OTHERS EARLY – 6th oct

We always progress our thinking faster and develop better solutions by when we get input from others early in the process versus later. Observe successful leaders, and you will always see them asking for input from almost everyone they speak with.

BUILD TRUST TO HAVE THE CONVERSATION – 7th oct

Some conversations can only be successful if the people have trust between them. Successful communicators know this, and focus on building the right level of trust first...before even attempting to have the conversation on that particular topic. Remember, building the trust first enables you to then have the conversation you want.

IF NECESSARY, USE WORDS – 8th oct

Successful leaders know that their behaviors speak much louder than their words. They understand that being the right role model will influence their people far more than whatever they write in an email or say to them in person. Therefore, being the best you everyday is the best way to strengthen your influence with your people.

SELL TO THE NEEDS OF OTHERS – 9th oct

People have both needs and wants. With a need, there's a feeling that I have to have it now. With a want, there's more of a feeling that I wish to have it, and that having it might take some time. Successful sales people always focus on selling to the needs of others, as this is where the feeling of having it now is.

CLEAR AND TO THE POINT – 10th oct

Everyone is looking for more time these days, and one of the key time wasters is poor communication. The people who get ahead faster today are good communicators...speaking clearly and getting to the point. For all of us, developing our communication skills has to always be a key part of our self-development, as communications is always integral in the path to achievement.

BE AN IDEA PROMOTER – 11th oct

There's two types of people...one is always shooting down the ideas of others, versus the second who is always promoting the ideas of others (especially the great ideas). The one promoting the ideas of others is helping to "make things happen" and add value. Also, idea promoters are always building stronger relationships and partners with the people whose ideas they promote.

PERSUASION IS A PROCESS – 12th oct

People who are great at persuasion view it as a process. They know that persuading others is not only about what they say, but about what others really hear (and are prepared to hear). They know that it always takes some key steps to persuade, and they adapt these steps to each person's personality and thinking.

JUST BY LISTENING FIRST – 13th oct

People who are great at influencing others have noticed that their power of influence increases "just by listening first". We get others to think by what we say, but often it is how we listen that gets them to feel (and it's the feeling that amplifies what people think).

SOURCE OF THEIR OPINIONS – 14th oct

To convince others, we often have to look beyond their opinions to the source of their opinions. When we know the values, beliefs, and experiences that drive others opinions, we then have the information to create the right approach to address the source versus just the opinion.

A SAY IN THE WHAT & HOW – 15th oct

A person's motivation at work is driven by many factors, and a key one all successful leaders focus on is choice. People who have a say in what they do and how they do it will be far more motivated to do their job, and also will take more ownership of what they do (and what needs to be achieved). Give your people a say in the what and the how.

WORDS AND IMAGES – 16th oct

Words and images are a powerful combination. They address both sides of our brain, and helps us to learn faster what we are being taught...as well as having stronger markers to recall what we have learned later on. To bring more power to your key messages, use a combination of both words and images.

RESPECTING OUR DIFFERENCES – 17th oct

One thing is for sure, everyone is not the same. Therefore, differences are always there, and we need to respect our differences. Differences make life interesting, and if you respect the differences of others, you will be less frustrated by them too.

QUESTIONS BEFORE STATEMENTS – 18th oct

Very often, it is the right question that can drive people to really think more broadly on a subject. Successful communicators understand this and follow the motto of "Questions before Statements". Ask the question to expand the thinking, and then follow with the statement to fill in the gaps.

PAINT THEM PICTURES – 19th oct

One of the fastest ways leaders get their key messages across to others is to paint pictures. People build pictures of what (the words) they hear, and it is only natural & easier for others to see the pictures faster when you create the pictures for them.

SEEK UNDERSTANDING BEFORE AGREEMENTS – 20th oct

Observe successful negotiators and you see one thing in common...they do far more listening in the beginning of negotiations than what others do. They know that agreements are only good ones if people are both prepared and able to follow them, and listening upfront helps to determine what is necessary to satisfy both of those.

PEOPLE BUY INTO PEOPLE FIRST – 21st oct

Those people who are great at influencing others know that people often buy into you (the person) before buying into what you are saying. With that being so, your attitude and behaviors have a strong impact on whether people are really listening to you or not.

SHARE THEIR THOUGHTS BEFORE YOURS – 22nd oct

Leaders often influence the direction of their people's thinking and action without even knowing it. When you engage your people, it is always important to let your people share their thoughts before sharing yours. If not, you often get only the ideas they think you want to hear.

GETTING IT EMOTIONALLY – 23rd oct

There are so many people focusing on the logic of an issue, and trying to get others to intellectually get it. That's important, but often the real power comes when others emotionally get it, as that drives the strongest behaviors to action "what they get".

OUR LEGACY IS THROUGH PEOPLE – 24th oct

People who make a big difference in this world are focused beyond success...to creating a legacy. They have learned from an early age that a legacy is never created alone, but through and with people. It's teamwork, not solo work.

FIND A WAY TO VALUE THEM – 25th oct

You won't like or get along with everyone in your life, but often you need to work with these people. In many ways, you appreciate them more and work together more smoothly when try and find something you value in them first.

POWER IN ALIGNING EXPECTATIONS – 26th oct

When working together with others, the source of many problems are different expectations...that can be different expectations on what needs to be done and also different expectations of each others behavior. Success in anything comes faster when people's expectations are aligned before starting.

GIVING YOUR FULL ATTENTION – 27th oct

People skills are often talked about as a key for success (the ability to gain rapport and get along well with others). There's one core skill that's the foundation for everything else: People skills are driven by giving others your full attention.

ADHESIVE OF YOUR MESSAGES – 28th oct

Our communications are only powerful if they are memorable, and if they drive action in others. The adhesive (what makes it stick) is making your messages relevant to others on a personal level. It's about creating meaning for them personally.

MAKE & KEEP PROMISES TO CREATE TRUST – 29th oct

With others, nothing breaks trust faster than making promises and not keeping them. With that being true, then there has to be power in creating trust by making promises and keeping them. In first getting to know others, making and keeping promises can help build trust faster.

LISTENING IS BOTH A SKILL & A DISCIPLINE – 30th oct

Listening is one of the keys to success in leadership and in life. It's a skill that everyone can learn, but also there is a discipline needed to put this skill into practice. The discipline defines whether you will get the full power of influence from your listening skills (by using it more often).

NOVEMBER

APPRECIATION IS A GREAT FORM OF ATTENTION – 1st nov

Everyone likes receiving attention from others, and for leaders, one of the best ways of providing attention to your people is in giving your appreciation of their work. Successful leaders are very timely and specific with their appreciation, and this "in the moment" thanks leaves a stronger impression with their people.

LOOKING TO GIVE VERSUS TO GET – 2nd nov

There are two types of people in this world...those who look to give and those who look to get. For the people who always looking to get, they are missing one of the most rewarding and satisfying aspects of life. When you look to give, you always receive more benefits in return and in many different ways...as well as great feeling of helping others.

DON'T ASSUME, ASK – 3rd nov

People often make assumptions because it's faster than taking the time to ask and verify. When dealing with others, our assumptions on what they are really thinking can easily be off the mark. With a little patience and some questions, we can avoid unnecessary problems with others.

THE BATTLES NOT FOUGHT – 4th nov

Success is not about the battles won, but the battles not fought. People who achieve success don't do it alone, and build strong teams & partnerships to make things happen. They are not interested in fighting for their ideas, but in gaining alignment on ideas from everyone that will move things forward.

BEING CAREFUL WITH YOUR PROMISES – 5th nov

The people who build strong relationships with others are very careful with their promises. When they promise something to others, they know that they must keep that promise or lose both their integrity and also the trust of others. Think about the promises you make before you make them.

MAKE SURE THEY NEED TO LISTEN – 6th nov

When trying to get others to understand your communications, it helps if they want to listen, and even more importantly; feel the need to listen. Successful communicators focus on creating the need to listen before sharing their information.

BEYOND THE BENEFIT FOR YOURSELF – 7th nov

Success is really a team sport, and you build a better team around you by looking beyond the benefits for yourself and to the benefits of others. Success comes faster when we look to the benefits of others first, as this gets people motivated to work with us...which helps make us more successful too.

ALLOW THE IDEA TO LIVE – 8th nov

You see this skill in great leaders...they allow the idea to live. With any really big idea, it will always drive some radical change in thinking. Great leaders focus on getting the right level of discussion on the idea, and don't allow their people to get too judgmental in the beginning.

ABILITY TO VOICE THEIR OPINIONS – 9th nov

People get engaged when they are able to voice their opinions. That's why successful leaders create an environment where their people are able to voice their opinions and have a lively debate on the path forward.

INVESTING IN RELATIONSHIPS – 10th nov

Everything great is accomplished by working with others and using each others strengths to the fullest. Successful people understand this well and are always investing in their most important relationships.

FOCUS ON THE FEW TO REACH MANY – 11th nov

Successful influencers have a strategy to what they do, and are not necessarily focused on influencing everyone at once. They know that when they can influence key people (those who have influence on others), they can reach many others through these key people. Focus on the few to reach the many.

POWER OF REPETITION – 12th nov

Successful communications know that it is never once and done. They are constantly communicating key messages over and over, and in different ways. No matter how often we communicate, some just don't hear it the first time and it is often our fourth or fifth time that becomes the first time for them.

NO NEED TO TELL THEM – 13th nov

When you get the right people on the team, you don't really need to tell them what to do all the time. When you set a goal and provide them with the resources to achieve it, they will go deliver it. With every organization, the hiring the right people is always the number one priority.

HAVING A POINT OF VIEW – 14th nov

The people who go through unnoticed in life are generally those who never have a point of view or never express it. Unless we stand for something (express our view), we will never be in anyone's line of sight, and therefore never get noticed. Be strong and be willing to express your own point of view.

BEHAVIOR SHAPES OPINIONS – 15th nov

Our behaviors tell more to others than anything we could ever say to them. Others can form an opinion based on one of our observed behaviors, and that opinion ends up coloring everything we say to them.

LEAVING THEM WITH AN ACTION – 16th nov

Progress is not about thinking about it, but taking action. The best leaders never leave a conversation without leaving something else...an action. Else, they are thinking, "Why did we have this conversation?" Meetings and actions go together to move things forward, and without the actions, why have the meeting!

HELPING OTHER PEOPLE SHINE – 17th nov

Successful leaders have an ego that is balanced with the right level of humility and understanding that success is a team sport. You always get more support from others when you help them shine versus always trying to shine the spotlight on yourself.

AMPLIFY THE MESSAGE WITH WORDS & ACTION – 18th nov

Leaders want their key messages to have a lasting impact with their people and drive more action. To gain that impact, it is about the words a leader uses, and also the actions the leader takes in living the message in front of his or her team. Words plus action equals more impact.

GOING FOR YES VS NOT HEARING A NO – 19th nov

In big corporations, some managers are often focused on making sure nobody is against their project. However, with this focus, they are not getting the opposition, but also not getting the support they could really use. Successful managers are always going for the yes versus just not hearing a no.

ABILITY TO RESPOND VS REACT – 20th nov

There's a big difference between respond versus react. React, and it is as the other person has the control and you have no choice. Respond, and it is as you never surrender control and in every situation you have the choice on how you respond.

YOU ARE JUDGED BY THE COMPANY YOU KEEP – 21st nov

The people who you surround yourself with often say a great deal about you, and also have a big impact on your possible successes and failures. Why?...because others judge you by the company you keep, and expect you to be influenced by them. Who do you surround yourself with?

WHAT YOU ASK ABOUT – 22nd nov

Successful leaders understand one thing very well, and unsuccessful leaders miss it. What you ask about comes about. For leaders, what you ask about gives your people the impression that it must be important, and that helps them focus on it. So, if you never ask about something, it's not staying important in your people's minds.

CONFLICT & CONSENSUS – 23rd nov

Successful teams have the right combination of conflict and consensus. Too much consensus and people miss the opportunities from the discussions triggered by the conflict.

ABILITY TO MOVE IDEAS FORWARD – 24th nov

Leadership is described in many ways, and one of them could be the ability to move ideas forward. That means gathering the right people and getting them to work together to take an idea into reality.

INFLUENCE IS THE MEASURE OF LEADERSHIP – 25th nov

They say influence = leadership, so then the measure of the leader has to be the amount of influence he or she has with others; and that influence has to be driving something of value. How would you measure your influence with others?

FOCUS ON WHAT YOU HAVE IN COMMON – 26th nov

Rapport and alignment have a foundation in what you have in common with others. Far too often people forget this, and focus their conversations only on the differences; when a little focus on what they have in common would drive a better rapport to gain alignment on the differences.

BUILD A RELATIONSHIP AS YOU NEGOTIATE – 27th nov

The best negotiators are some of the best people at building relationships. They know that they get more of what they want when they get others seeing the total value in any deal. There is often more value behind just the numbers, and relationships enable everyone to see it.

BEHAVE IN WAYS THAT ATTRACT HELP – 28th nov

Many people just don't get the help from others, because they act in ways that drive people away. The best way to get help from others is to help others when they need help from you. Life is all about give and take, and the people who only take never seem to get the help when they really need it.

BEING MINDFUL OF THE CONTEXT – 29th nov

Our ability to influence others is often based on the context of the topic (especially from the others point of view). When we are mindful of the context (both ours and theirs), we package our communications in better ways in order to gain the influence we want.

KNOWN BY THE QUESTIONS YOU ASK – 30th nov

A person's reputation comes from what he or she does, and the impact of that reputation is often amplified by the questions a person asks. Questions drive others to both think and feel in depths where conversations have a lasting impact.

DECEMBER

GIVE LOYALTY TO GET LOYALTY – 1st dec

Everyone leader wants loyalty from their people, and you can get it from two ways. One way is from demanding it from the beginning, and punish whoever you do not get it from. The others is to give your loyalty as their leader to help your people grow, and thus you will get your people's loyalty in return.

EVERYONE IS INSPIRED IN DIFFERENT WAYS – 2nd dec

Successful leaders know this well, and look at inspiring and motivating their people in all different ways. Everyone draws their inspiration from different sources, and when leaders find the source in their people, they find the fuel that powers their emotion in everything they are asked to do.

LOOK FOR THE GOOD IN EVERYONE – 3rd dec

What you look for you often see more of. If you want to create better relationships with the people around you, then one of the best ways is to look for the good in everyone you work with and meet up with. It creates the frame to see everything in more positive ways and to create even better partnerships in getting what both you and others want.

GIVE, DON'T TRADE – 4th dec

The people getting the most help in life are focused on giving, not trading. They are not focused on trading favors, but on freely giving to others and understanding that something good will come back to them...and opportunities will come back to them at just the right times.

MOVING FROM WHO IS WRONG OR RIGHT – 5th dec

People who are great at influencing others move away from who is wrong or right...to is this helping us reach our goals or not. Far too often people are too concerned with right and wrong, and then miss the opportunities to truly get what they want and need.

FOCUS ON THEIR INTERESTS – 6th dec

Everyone is first more interested in themselves than others. That's true, but the people with the strongest friendships have developed a way to put their own interests aside and first focus on the interests of others. Others become more interested in you when you are more interested in them first.

INFORMATION SHARED CREATES POWER – 7th dec

The needed information is a few people doesn't create power, although for those people they think that information is power and leverage. Information that is not shared is blocking alignment, and alignment is a powerful force for more action and more focused action. Successful leaders create an environment where information is shared freely versus held back.

INFLUENCE IS REALLY MOTION – 8th dec

Influence is really all about motion. It is moving others in terms of either their thinking and/or their actions to help you move closer to your goals. If you don't see the movement, then maybe you haven't created the influence. People with great influence have a target on the influence (movement) they want to create.

HELPING PEOPLE CONNECT THE DOTS – 9th dec

When you are a leader, you often have a great view on everything that is happening across your organization. With that view, one of your roles is to help people connect the dots on what links and resources they need to do their role and to achieve what you are asking them to deliver. Great leaders connect the dots in both their people's thinking and their actions.

PROVIDING CLEAR BOUNDARIES – 10th dec

One of the most difficult questions to answer as a leader is: I am happy for you to do whatever you like...as long as... Successful leaders create clear boundaries and then allow their people to make their own decisions within them. Unsuccessful leaders don't invest the time to create the boundaries and then have to manage their people in far more details.

GETTING THE MESSAGE OUT – 11th dec

It is important to have a powerful message, and the only way to get to use that power is to get the message out. Successful communicators know that there are two parts to great communicating. First, create a powerful message, and two, have a way for the message to be shared and understood by everyone. Give more focus to how you are going to get the message out.

KNOW YOUR RESPONSE AHEAD OF TIME – 12th dec

With many meetings, you can almost predict what others will be most interested in when you think about the issue from their perspective. By doing this, you can develop your responses ahead of time and this helps you to be more in control of and keep in control of the meeting.

BEST WAY TO GET IS TO GIVE – 13th dec

Many people are too focused getting from life to see the faster way to get everything they ever wanted. It starts with a focus on giving, as people will always find a way to help you if you invest the time to help them first. Also, you often get help from others you wouldn't even expect the help too.

RELATIONSHIPS ARE ASSETS – 14th dec

More than any other asset, our relationships have the power to multiply our returns in ways that money (or the equivalents) alone can never do. For most people, their money problem is really a relationships problem, and the inability to bring into their lives and influence the right people can be their biggest barrier to achieving what they want and the return they want.

THE POLITICAL CAPITAL YOU RISK – 15th dec

There is politics in every part of our lives, from our work life through to our personal life. Also, there are risks in everything too. However, the most impactful risk to many leaders is the political capital risk (their influence) when they challenge the norm. Grow your political capital so you have plenty in reserve when you really need it.

SHARED IDEAS GAIN POWER – 16th dec

Ideas have power only when people take action on them, and the more people you get taking action on them...the more power they have. This starts by sharing your ideas with others and having everyone contribute to them with the feeling that the ideas are theirs too.

LIMIT TO EXPAND YOUR IMPACT – 17th dec

Our focus is the driver for our life and determines what we accomplish. Look at very successful people and they constantly limit their focus to the truly important in order to make a bigger impact. Our impact is always greater when we give our energy to the few versus the many.

A THANK YOU CROSSES CULTURES WELL – 18th dec

Two words have tremendous power in any culture and easily transfer across cultures. They are "Thank You". People love appreciation, and the very best leaders understand this well. They thank their people in all different ways and always keep their people with the feeling of being appreciated.

APPEALING TO THEIR BELIEFS AND DESIRES – 19th dec

People really begin to listen when you appeal to their beliefs and desires...which is really the meaning in their lives. However, you really don't understand their beliefs and desires unless you truly listen to them, are genuinely interested, and they are willing to open up to you.

ALLOWED TO MAKE IT THEIR OWN – 20th dec

Your people have a great deal more energy and commitment behind their own ideas than just implementing yours. Successful leaders let their people develop their own HOW, and thus gain this extra energy and commitment to deliver it.

SHIFTING FROM INFORMATIVE TO PERSUASIVE – 21st dec

Great communicators are very persuasive, and they don't become that by accident. They view communication as not just sharing information, but packaging that information in a way that generates both an interest to listen and is also memorable in order for people to then share it on with others. Focus on being persuasive versus informative.

ALLOW YOUR PERSONALITY TO COME OUT – 22nd dec

It is draining to be someone you are not, and leaders with a high emotional intelligence understand this. They define roles and responsibilities in ways for the real you to emerge (bringing your true personality out). When you are YOU, you will always have more influence (persuasion) with others.

WORKING WITH VERSUS FOR YOU – 23rd dec

Leaders who get the maximum support from their people always give their people the impression that they are working with them and not that their people are working for them. Sounds like a small distinction, but it has a big impact on your people willing to both share their ideas and take more action on their own ideas.

HOW WE RESPOND REVEALS US TO OTHERS – 24th dec

Our responses to what happens in our lives tells a great deal about us to others. Think about your own interactions, and how others respond to situations either builds or deflates your trust in them. Responses say more than words could ever express.

SCALE BY RELYING ON OTHERS – 25th dec

When you want to expand an effort (to scale it), you always have to think about the people first. Volume and processes scale effectively when the key people have a consistent view on both what is important and what needs to be aligned. Remember, alignment is through people.

TRUE MEASURE OF LEADERSHIP IS INFLUENCE – 26th dec

Leadership is really influence, and the true power of a leader is not as visible as a manager. The leader is not going around every minute telling people what to do. They create a vision and a focus that influences their people to find the how by themselves.

WHO IS ON THE JOURNEY WITH YOU? – 27th dec

Success is a team sport, and the level of success you will achieve is based on who is on the journey with you. If you create a cause larger than yourself, then there is room for others to join you and create their success as you create yours.

FOCUSING YOUR PEOPLE'S ATTENTION – 28th dec

The way to get the more production out of your people is to keep your people focused on what you want achieved. Everyone goes through their workday with many distractions, and the most effective organizations have people who are fast at focusing their attention right back on the important.

GIVE MORE THAN YOU TAKE AWAY – 29th dec

You could say that a very successful day is when you gave more to the world than you took away. Success and happiness is more about giving than taking, and when you focus each day on giving more than you take; you are creating the foundation for a more successful and happy life.

CARING FOR THEM AS INDIVIDUALS – 30th dec

You gain more influence with your team when you understand more about each team member. When you know an individual's motivations and issues, you have the ability to help them more, and in turn you get the ability to help each other in the team to work more effectively with each other too.

CAPTURE THE COMMITMENTS MADE BY OTHERS – 31st dec

One of the fastest ways to both demotivate and slow progress is to not follow-up on what you ask your people to deliver. When you capture their commitments, and then follow-up at the right time; you are reinforcing what you are asking for is important.