



Influence without Authority: Personal Leadership Skills

1. **Reliable:**

- Do you do what you say you're going to do?
- Do you show up on time?
- Do you speak truthfully, without exaggerating or sweeping things under the rug?

2. **Credible (competent and knowledgeable)**

- Are you staying up to date on your knowledge in your area of expertise? Reading and staying plugged in?
- Do you speak with facts and logic?
- Do you do your particular job with excellence and consistently?
- Are you knowledgeable about the person you are trying to influence business goals and challenges?

3. **Likable (caring, common ground, cooperating on shared goal, compliments)**

- Do you know and communicate common interests?
- Do you communicate appreciation for the other person's abilities, insights, perspectives?
- Do you ask about their lives, beyond work?
- Do you demonstrate that you share their goals?

4. **Curiosity mindset (questions instead of answers, listening instead of talking, letting go of criticism and judgment)**

- Do you routinely ask open-ended question, even in tough conversations?
- Are your colleagues able to change your mind on a routine basis?
- Do you spend more time listening (without distractions) then talking?
- Do you observe people's body language, tone, verbal patterns to hear what they are really saying?

5. **Managing emotions**

- Do you display the emotion appropriate to the situation?
- know your triggers and are you aware when you are feeling triggered?
- Do you respond more than react?
- Are you aware of how your emotional state impacts others?