



## How to Get Others to Do What Needs to be Done—WILLINGLY!

Processes to Increase Your Leadership Skills



Presented by Silver Rose  
Silver Rose Enterprises, LLC



What you will learn:

- Why your instructions aren't being carried out correctly and what you can do about it
- A feedback tool you'll wish you had earlier in your career



What you will learn:

- The art of asking questions—a powerful leadership tool.
- The Vulcan Mind Meld and how it will forever change your approach to leadership.



“Leadership: the art of getting someone else to do something that you want done because he \_\_\_\_\_ to do it.”



*Dwight D. Eisenhower*



The immediate \_\_\_\_\_ has the most impact on the employee's desire to perform.



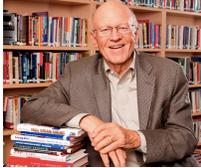
Silver Rose





Those who work directly with the jobseekers have the most impact on *their* desire to perform.

Silver Rose



“The key to successful leadership is \_\_\_\_\_, not authority.”  
 Kenneth Blanchard

Influence, n.

1. the capacity to have an effect on the \_\_\_\_\_ of someone or something, or the effect itself >a person or thing with such a capacity.
2. The power arising out of \_\_\_\_\_, contracts, or wealth.

Why is  
**INFLUENCE**  
 so critical to you?

\_\_\_\_\_ out of 10 employees are disengaged. - Gallup

Cost to the organization per year?  
 \$ \_\_\_\_\_  
 ADP Payroll



The least engaged:  
 \_\_\_\_\_  
 at 28.9%

The most engaged:  
 \_\_\_\_\_ at 42.2%



The two top ways to *decrease* your influence? Delegate by:

#1 Giving  
 \_\_\_\_\_  
 \_\_\_\_\_





“An answer to a question no one asked is a \_\_\_\_\_ answer.”

Esther Hicks  
Spiritual Mentor





The two top ways to *decrease* your influence? Delegate by:

#2 Giving \_\_\_\_\_







“...receiving orders provides no challenge to creativity, no summons to participation, no \_\_\_\_\_, and no honoring of people’s intellectual talents.”

The Art of the Focused Conversation



The empirical evidence is **overwhelming**

Asking good questions is one of the most important tools for:

Building \_\_\_\_\_ environments and promoting successful performance.





**Reasons we tell vs. teach:**

“It’s \_\_\_\_\_.”

“I have more experience.”

“\_\_\_\_\_ it.”



Much of our \_\_\_\_\_ is achieved through learning.

Continuously being told what to do implies *incompetence and/or inability*.



Three things others do with your good advice and orders:



1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

Margaret J. Wheatley  
 Writer and management consultant who specializes in Organizational Development



The #1 way to increase your influence?



Ask good \_\_\_\_\_.



Law of Attraction:  
 You get more of what you \_\_\_\_\_.



Questions guide focus.



Honor people's \_\_\_\_\_.



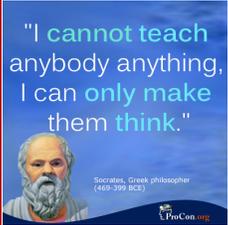
Discover what people \_\_\_\_\_ & work with them to leverage those core competencies.





**The Socratic Method**

A method of \_\_\_\_\_ by questions and answers used by Socrates to elicit truths from his students.



Socrates, Greek philosopher (469-399 BCE)



The most powerful skill anyone in business MUST master.





Once you ask a question,





Questions should be asked in \_\_\_\_\_; during regular, one-on-one meetings





**80/20**  
Rule of Communication



**SOCRATIC DELEGATION**  
Delegating by asking relevant \_\_\_\_\_ versus giving orders.



**SOCRATIC DELEGATION**  
Great tool to use during one-on-one meetings.  
Step #1 \_\_\_\_\_ the task or project  
Step #2 – Clearly identify the \_\_\_\_\_ result or outcome. (Often the culprit of problems)

**SOCRATIC DELEGATION** 

**Step #3 – Meet with the person or team to whom you are delegating**

- Here is the end result I am looking for \_\_\_\_\_ and here is the date I need it \_\_\_\_\_.
- Would you walk me through how you think it should be done? (Or “how we should approach it?”)

**SOCRATIC DELEGATION** 

**Step # 4 – Fine tune**

- What \_\_\_\_\_ are you planning to use?
- What \_\_\_\_\_ might stand in the way of getting this done on time?
- Help me understand...
- Where are those \_\_\_\_\_ coming from?
- How will you get to that \_\_\_\_\_?

**This fine-tuning process is your opportunity to:** 

- Coach the employee and develop his \_\_\_\_\_.
- \_\_\_\_\_ the team or person for their critical thinking.
- \_\_\_\_\_ some approaches you hadn’t thought of yourself.







Make it so!



**The Golden Phrase:**



As \_\_\_\_\_ by.



**SOCRATIC FEEDBACK**

A process to get a team member to critique his/her own \_\_\_\_\_  
 by asking relevant questions.





**LB's & NT's**  
 A Powerful Feedback Tool



What did you **l** \_\_\_\_\_ **b** \_\_\_\_\_ ?  
 What would you do differently  
**n** \_\_\_\_\_ **t** \_\_\_\_\_ ?



**Benefits of LB/NT Feedback**

- (LB) You may learn something you hadn't even \_\_\_\_\_
- (NT) The other person takes \_\_\_\_\_
- (LB) It encourages feelings of \_\_\_\_\_
- (NT) It eliminates your role as the "\_\_\_\_\_ of \_\_\_\_\_."
- (LB/NT) It increases \_\_\_\_\_ and energy



A final thought  
**"Rescue Rule"**

If you want it \_\_\_\_\_ than they do, you cannot help.



**"FREEBIES"**

List of Questions  
 Employee Engagement Blog  
 Give me your Business Card or email:  
[info@SilverSpeaks.com](mailto:info@SilverSpeaks.com)



# Silver Rose Programs



## FAST FAX TO 877-840-5416

Please check the box  for the program(s) you are interested in and fill out the bottom of the page – OR – call **480-560-9452** | Email: [info@SilverSpeaks.com](mailto:info@SilverSpeaks.com)

### Silver’s 3 Most Requested Programs:

- Getting Others to Do What Needs to Be Done—*WILLINGLY!*
- How to Delegate so It Gets Done Correctly the First Time!
- Lighten Up & Lead – *Re-engaging Your Team*

#### EMPLOYER ENGAGEMENT

- How to Apply Relationship Selling to Working with Employers
- What You Can Learn from the Best Practices of Consultants and Salespeople

#### LEADERSHIP/MENTORING

- What You Want: Getting it Faster!
- Giving Feedback Employees Accept & Act On!
- The Magic Formula for Getting People to Change Their Attitudes
- Teaching Your Staff to Notice What Others Don’t and Take Action
- How to Be a More Powerful and Motivating Leader

#### EMPLOYEE ENGAGEMENT

- How to Get the Best out of Your Team
- A Feedback Process that Inspires Action AND Teaches

#### CHANGE

- A 12 Step Process for Producing Effective & Lasting Change
- Getting Employees to Embrace the Opportunities Change Brings
- For Leaders*—How to Quickly & Successfully Get Buy-in for Changes
- How to Successfully Make Changes: *\_\_ Company \_\_ Department \_\_ Your Selling \_\_ Your Career*
- Taking the Sting Out of Change With Your Clients

We would like to inquire about Silver Rose  speaking for us  consulting

Date \_\_\_\_\_ Purpose is \_\_\_\_\_

Location \_\_\_\_\_ # of people attending \_\_\_\_\_

One Hour  Half Day Seminar  Two Hours  Full Day Seminar  More Than a Full Day

Your name \_\_\_\_\_ Position \_\_\_\_\_

Organization \_\_\_\_\_ Phone \_\_\_\_\_ FAX \_\_\_\_\_

Email: \_\_\_\_\_

Silver Rose Enterprises, LLC  
 7000 N. 16<sup>th</sup> Street \* Suite 120-277 \* Phoenix, AZ 85020-5547  
 877-840-5416 [info@SilverSpeaks.com](mailto:info@SilverSpeaks.com)  
<http://www.SilverSpeaks.com>