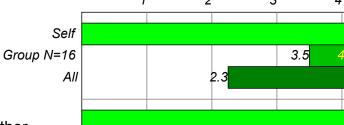


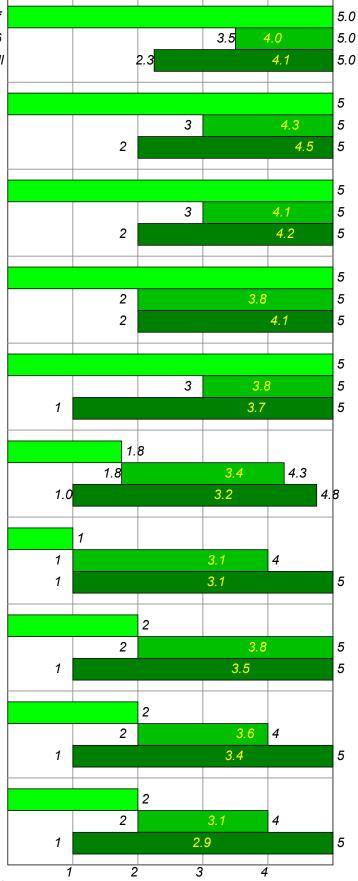
Head - Logical Appeals Organizational Benefits



- 1. I objectively and logically explain to the other person the reason for the requested action.
- 7. I offer evidence that the proposal is feasible.
- 13. I explain why my proposal is the best possible choice of all competing choices.
- 19. I explain how likely problems or concerns will be handled.

Head - Logical Appeals Personal Benefits

- 2. I explain how a requested action, which may require additional work in the person's schedule, is likely to have long term benefits to the individual's career.
- 8. I assist the person in gaining more visibility and a better reputation in the organization.
- 14. I provide opportunities to learn new skills that will benefit their career.
- 20. I show the person that participating in influence process and outcomes can make the person's job more interesting.



1 - Almost never 2 - Seldom 3 - Sometimes 4 - Often 5 - Almost always

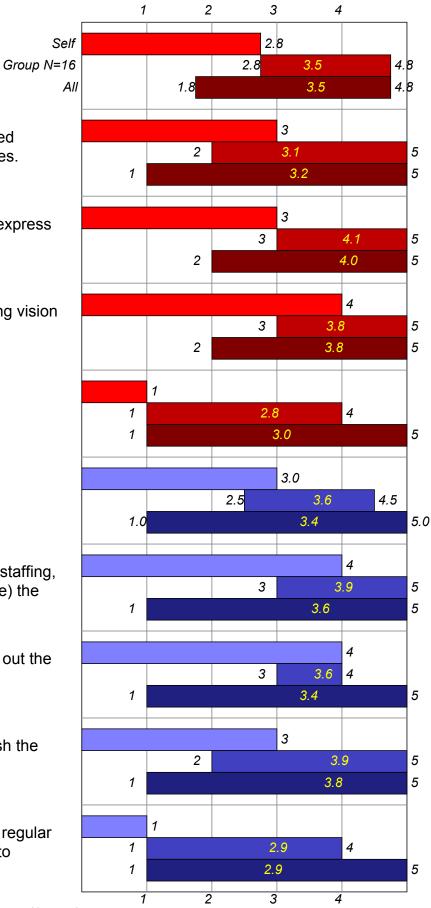
Heart - Emotional Appeals Individual Values and Ideals



- 3. I show the other person how the requested action meets their individual ideals and values.
- 9. I describe the task with enthusiasm and express confidence in the other person's ability to accomplish it.
- 15. I link the request to a clear and appealing vision the person can fully support.
- 21. I appeal to the person's self-image.

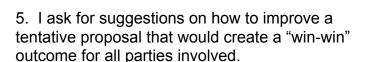
Hand - Cooperative Appeals Collaboration

- 4. I provide the necessary resources (time, staffing, materials, and technical support, for example) the person needs to accomplish the task.
- 10. I reduce the difficulty or cost of carrying out the request.
- 16. I volunteer to help the person accomplish the new influence task.
- 22. I offer to help the person with his or her regular work responsibilities so that they have time to participate in the new influence task.



1 - Almost never 2 - Seldom 3 - Sometimes 4 - Often 5 - Almost always

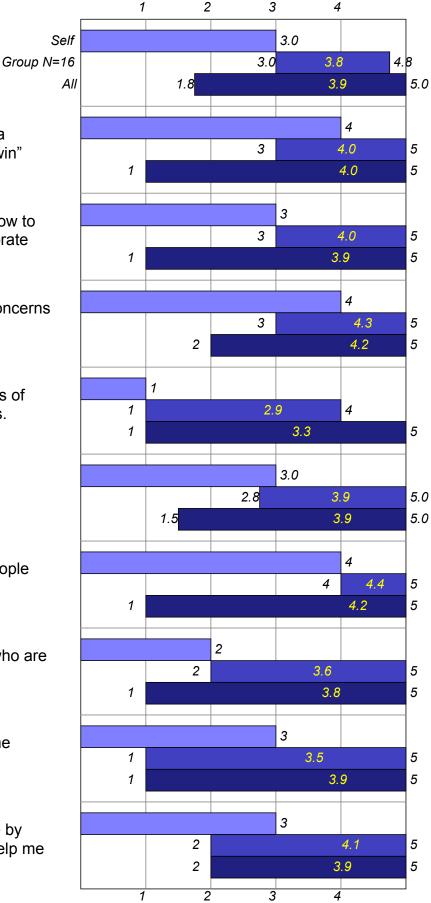
Hand - Cooperative Appeals Consultation



- 11. I ask the other person for ideas about how to carry out the requested action, and I incorporate those ideas into the process.
- 17. I thoughtfully respond to the person's concerns and suggestions.
- 23. I involve the person in the larger process of deciding how to carry out my influence goals.

Hand - Cooperative Appeals Alliances

- 6. I collaborate and create alliances with people who are in support of the requested action.
- 12. I tell the person about credible people who are in support of the requested action.
- 18. I involve other credible people to help me influencing the person.
- 24. I develop strategic alliances with people by networking with key stakeholders who will help me in developing my influence strategy.



1 - Almost never 2 - Seldom 3 - Sometimes 4 - Often 5 - Almost always