

Mastering Interpersonal Influence

WHAT IS INTERPERSONAL INFLUENCE?

- The skill of persuading, leading, and communicating effectively at work.
- Key for resolving conflicts, negotiating, inspiring teams, and advancing your career.
- It's learnable – start by knowing your natural style (based on two dimensions: Openness in Communication + Consideration for Others).

THE 4 INFLUENCE STYLES:

PASSIVE

- Avoids confrontation
- Diplomatic but indirect
- Subtle hints
- Short-term peace but unvoiced needs + missed opportunities hamper results

ASSERTIVE



- Direct and confident
- Respects others' rights
- Clear "I" statements
- Builds trust, boosts collaboration, drives productivity and positive outcomes – always the winner

OPENLY AGGRESSIVE

- Takes charge fast
- Authoritative and decisive
- Clear instructions
- Great in crisis but can seem controlling and damage relationships long-term

CONCEALED AGGRESSIVE

- Indirect tactics
- "Always right" mindset
- Rigid control hidden behind politeness
- Undermines trust, breeds resentment and hidden conflicts

REAL-WORLD SCENARIO: TEAM PROJECT DELAY

Passive: Stays quiet, resents quietly.

Assertive: "I've noticed the timeline slipped – here's how it affects our goals. Let's realign priorities together." → Gets buy-in, moves forward.

READY FOR YOUR PERSONALIZED INFLUENCE PROFILE?

Take the Interpersonal Influence Inventory Assessment

- Get your dominant style scored
- See how you come across
- Unlock tools to build more productive habits



<https://hrdqstore.com/products/interpersonal-influence-inventory-assessment>