

### Video 4 Worksheet: Influencing and Persuading

#### Before you watch

**A** Work in pairs. Read the sets of requests and, in each case, decide which request you would agree to if you were the manager. Why?

**A:** *I was working late last night preparing tomorrow's presentation, so you have to let me leave early today.*

**B:** *Everything is ready for tomorrow's presentation. Would it be okay if I left 30 minutes early this afternoon?*

**A:** *I don't want to visit any more clients this week. Can you get Melissa to go instead?*

**B:** *I think Melissa is ready to start visiting clients on her own. Can I suggest she handles this one?*

#### While you watch

**B** ► Watch John try to persuade Amanda to agree to something. Read the statements and choose T (true) or F (false).

- |   |  |       |
|---|--|-------|
| 1 | John asks Amanda for some time off this weekend.                     | T / F |
| 2 | Amanda doesn't think there will be enough time to find someone else. | T / F |
| 3 | John has made requests like this before.                             | T / F |
| 4 | Amanda never talks about the work-life balance.                      | T / F |

**C** ► Work in pairs. Discuss what John did wrong.

**D** ► Watch the life coach's feedback on the conversation between John and Amanda. Number these sentences and phrases in the order you hear them.

- |    |  |                          |
|----|--|--------------------------|
| a) | John was also asking Amanda at short notice for time off during a busy period for the company. | <input type="checkbox"/> |
| b) | ... becoming aggressive was never going to help John's cause.                                  | <input type="checkbox"/> |
| c) | Perhaps a corridor was not the best place to hold this conversation.                           | <input type="checkbox"/> |
| d) | Do you think John properly considered Amanda's needs and priorities?                           | <input type="checkbox"/> |
| e) | It might have been better if John had arranged the meeting beforehand ...                      | <input type="checkbox"/> |
| f) | Is there anything he might have planned in order to achieve a better outcome?                  | <input type="checkbox"/> |

**E** Work in groups. Discuss what alternative strategies could John use in order to try to persuade Amanda.



**F ▶** Now watch the replay of the conversation. Which of these three outcomes does John persuade Amanda to agree to?

**Outcome 1**

John can go to see his daughter's athletics final. Amanda and Mateo will implement the social media campaigns the day before and call John at lunchtime on Saturday if there are any problems.

**Outcome 2**

John can go to see his daughter's athletics final. John and Mateo will set up the campaigns the day before, and John will take over if Mateo hasn't managed to implement them by lunchtime on Saturday.

**Outcome 3**

John can only go to see his daughter's athletics final if he gives Mateo extra training the day before. Mateo will start implementing the campaigns fifteen minutes before lunchtime on Saturday.

**G ▶** Watch the conversation replay again. How do John's strategies compare with your own ideas from Exercise E?

Next, watch the life coach's feedback. Which phrases does she highlight as good examples of inclusive language?

### After you watch

**H** Work in pairs to do the roleplay below. Then swap roles.

**Student A**

You are in the middle of preparing a presentation for an important new client. Unfortunately a colleague is sick, which means you have to cover their work as well as your own, and you don't have enough time to prepare the presentation for the current deadline. Ask your manager for an extension. Use the influencing and persuading strategies and some of the key language highlighted by the life coach to help you.

**Student B**

You are the manager. You do not want to give your staff member an extension because you have already set up the meeting with the client and you don't want to make a bad impression by rescheduling at the last minute. It may be possible for another person to prepare the presentation, but your staff member will have to find a suitable person and it will be their responsibility to train them.



**REFLECT ...** How can the skills highlighted by the life coach in the video help you to influence or persuade others? In what other situations could you use the same strategies?