

Top 10 Suggested Instructional Areas

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The suggestions coaching areas contained in this report are consistent with the attributes listed in the action plan section of their Office Influence Personalized eBook.

The items listed here are one of three data points that should be used to define the final list of coaching topics. These data points are:

1. Information within this report, listed the areas the coachee wants to improve most
2. Information contained within the Office Influence Attribute Assessment, comparing attribute importance to their personal ability
3. Information contained within the 360 report, if included as part of the coaching assignment
4. Information gathered during discussions with the coachee about the Assessment, 360 results and/or other related topics

1. Time Management(Wish=5 Priority=5)

Key Questions: How efficiently do you use your time and the time of others? Are there any time-management techniques you could use to enhance your or others' efficiency?

Advice: Take a class on time management. The price of poor time management is the lost opportunity cost of not having time to do additional important tasks.

Cross Attributes include: Being Creative, Flexibility, Being Motivational, Accountability

Suggested Reading:

Kevin Kruse

[15 Secrets Successful People Know About Time Management](#)

Jocelyn K. Glei

[Manage Your Day-to-Day: Build Your Routine, Find Your Focus, and Sharpen Your Creative Mind](#)

2. Negotiation(Wish=5 Priority=5)

Key Questions: Have you ever studied negotiation? If not, would learning more about how to negotiate enhance your career or personal success? How could you use influence-based techniques to enhance negotiation success?

Advice: Learn how to negotiate, it is much more than simply looking for the win-win. Effective negotiation is part art and part science, technique, and tricks. Knowing these techniques can be used both offensively, by using them on others and defensively, by not letting them be used on you.

Cross Attributes include: Emotional Intelligence, Being Creative, Determination, Goal Setting, Confidence

Suggested Reading:

Roger Fisher

[Getting to Yes: Negotiating Agreement Without Giving In](#)

Chris Voss

[Never Split the Difference: Negotiating as if Your Life Depended on It](#)

3. Industry Activism(Wish=5 Priority=5)

Key Questions: What is your current level of industry activism? Would it be of professional value to increase your level of industry activism? If yes, what could you do?

Advice: Get involved in a professional association related to your occupation. It will help you keep up to date on important industry trends and expand your business contacts. Ideally, become a board member, which will increase your professional connections and depth of the relationships with those you meet. It will also enhance your professional credentials, and help you give back to your profession.

4. Certifications(Wish=5 Priority=5)

Key Questions: How can you maximize the value of your current certifications? Are there other certifications within your profession that would add value to your career or influence?

Advice: Research the value of the certifications in your profession before obtaining them to learn if the knowledge and/or stature they provide is worth the investment of your time and money to attain them.

5. Transparency(Wish=4 Priority=4)

Key Questions: Do those you work with consider you to be open and honest regarding your feelings, decision-making processes, and actions?

Advice: Building a reputation for transparency is achieved by being consistent in words and actions. Words describe your rationale, values and intentions, and actions are the manifestation of your words.

Suggested Reading:

Ray Dalio

[Principles: Life and Work](#)

6. Written Communication(Wish=4 Priority=4)

Key Questions: Do you consider yourself a good writer? If yes, how can you use this ability to your advantage to influence others? If not, what can you do in the short term to minimize the adverse effect on your professional brand? In the long term, how can you improve your writing skills to help meet your business goals? Answers might include: by taking a class, doing personal research, finding a writing mentor to review your documents, and of course, practicing. Simple techniques, such as limiting sentences to one idea each, can help make your writing much more readable, and thus, more influential.

Advice: For many professionals, enhancing their written communication is an ongoing goal. Every document you write, whether a status report, email, business plan, etc. becomes a permanent professional artifact of your professionalism and ability. Before distributing a newly written document, take a moment to try to view it through the eyes of the recipient. What you would think if you were the recipient, rather than the author?

Cross Attributes include: Experience, Emotional Intelligence

Suggested Reading:

Bryan A. Garner

[HBR Guide to Better Business Writing \(HBR Guide Series\)](#)

7. Academic Contacts(Wish=4 Priority=4)

Key Questions: How can you use your academic, media, political, and industry contacts to your advantage?

Advice: Connect with the media, other professionals, and college faculty at local universities (or throughout the world) related to your profession can provide you with valuable research, connect you with quality students looking for summer or full-time jobs, and/or other professional value.

8. Emotional Intelligence(Wish=5 Priority=3)

Key Questions: How can you use EQ to influence others? How can you use EQ to grow as a person and a professional?

Advice: If you have not yet studied the concept of Emotional Intelligence (EQ), move this to the top of your reading list. EQ is a simple concept to understand, can be learned, and is applicable to all forms of workplace interaction.

Suggested Reading:

Travis Bradberry and Jean Greaves

[Emotional Intelligence 2.0](#)

Daniel Goleman

[Emotional Intelligence: Why It Can Matter More Than IQ](#)

9. Responsiveness(Wish=3 Priority=5)

Key Questions: Given you can't do everything at once, how will you prioritize your level of responsiveness? How can you use your responsiveness as a tool to help influence them?

Advice: Responsiveness is not what you do, it is when you do it. Prioritize your tasks so you respond in order of importance and critical timing. Further prioritize them based on its relationship to your current

job performance and future career advancement.

10. Active Listening(Wish=4 Priority=3)

Key Questions: Have you ever studied active listening? If yes, how can you strategically use it to influence others? If not, do you think it would be worthwhile to invest the time to enhance your listening skills?

Advice: When listening to others, use your ears, eyes, and heart. Use your ears to listen, not only to the words, but also their tone, volume, speed, and shakiness. Use your eyes to observe their body language and social cues. Lastly, use your heart to gain insight into their feelings and point of view.

Suggested Reading:

Judith E. Glaser

[Conversational Intelligence: How Great Leaders Build Trust and Get Extraordinary Results](#)

Jay Sullivan

[Simply Said: Communicating Better at Work and Beyond](#)