WORKSHEET + WORKED EXAMPLE

Earn a Hearing

One honest action that makes a difficult conversation more workable.

25 minutes | Influence Flywheel · Credibility / Connection / Clarity / Communication / Courage

Use it in three moves

1. Choose a real conversation and examine the five lenses with evidence.

2. Identify one missing condition you can address honestly.

3. Take that action, hear the response, and revise your view rather than treating agreement as the only success.

Credibility · What can they reasonably rely on?

Check relevant evidence, kept commitments, and limits. Name a repair if you have not followed through.

Connection · What have you actually heard?

Ask about their responsibilities and concerns. A guess about what they value is not a relationship.

Clarity · What are you asking for?

Make the desired outcome, scope, timing, and decision boundary visible.

Earn a Hearing

YOUR WORKING NOTES / CONTINUED

Communication · Can they examine the case?

Choose a format and moment that supports understanding. Include alternatives and uncertainty.

Courage · What needs to be said with care?

Name a difficult truth or disagreement without making the other person a villain.

Choose one move, then listen

Pick the most useful action now. Agree a review; a different answer is possible and legitimate.

A question for me

What would I need to learn for their disagreement to change my proposal?

See one way through

FICTIONAL WORKED EXAMPLE / NOT THE ANSWER TO YOUR SITUATION

Credibility · What can they reasonably rely on?

I promised the service lead a comparison last month and did not send it. I will acknowledge that and provide the current evidence before asking for a decision.

Connection · What have you actually heard?

Ask how the proposed change would affect late-shift staffing. I have only heard the day-shift account.

Clarity · What are you asking for?

I want agreement to explore one late-shift trial, not approval to replace the whole process.

Communication · Can they examine the case?

Send a one-page comparison in advance, with the extra workload and unresolved access issue plainly stated.

Courage · What needs to be said with care?

Our current turnaround promise assumes staffing we do not have. We need to change either the promise or the support before expanding.

Choose one move, then listen

First repair the missed commitment and ask about late-shift constraints. Return next week with a revised option, including reasons not to proceed.

The thinking behind it

Influence is not permission to engineer another person's compliance. Build the conditions for an informed conversation and accept that a sound answer may be no.

Gaurav Jain's Influence Flywheel names Credibility, Connection, Clarity, Communication, and Courage. This independent exercise uses those five lenses without a self-rating scale or a promise of persuasion. Original prompts emphasize reciprocal understanding and the other person's freedom to disagree.

Gaurav Jain · Leadership tools

Read The Lie We've Normalized: "Leadership Is Influencing Behavior" by Nic Payne