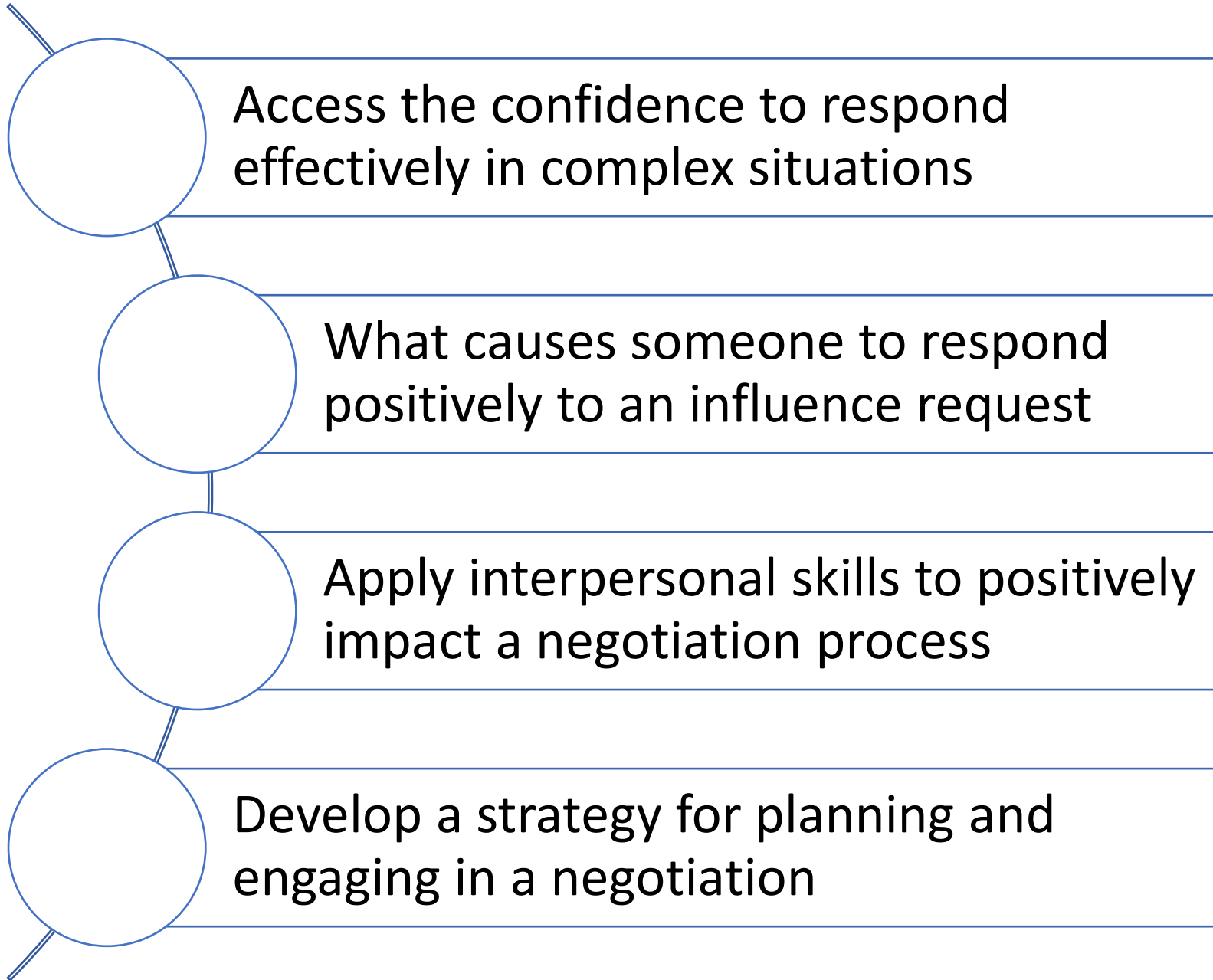


# Creating Influence

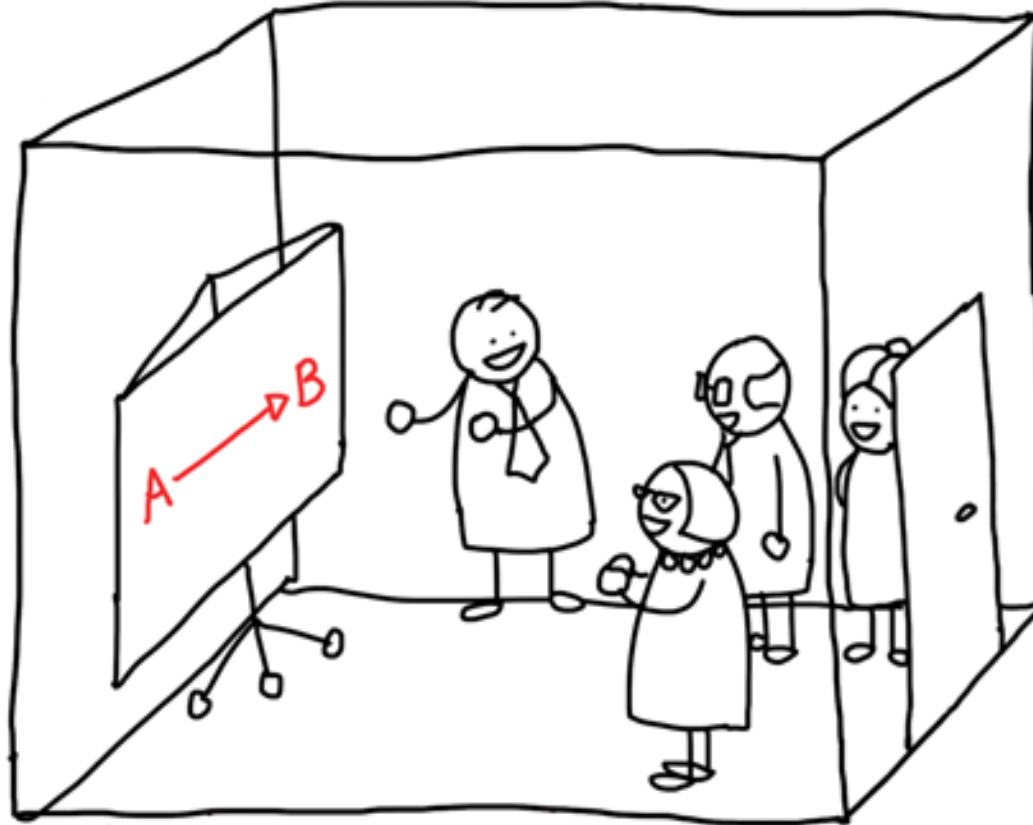
## LDC Officials' day

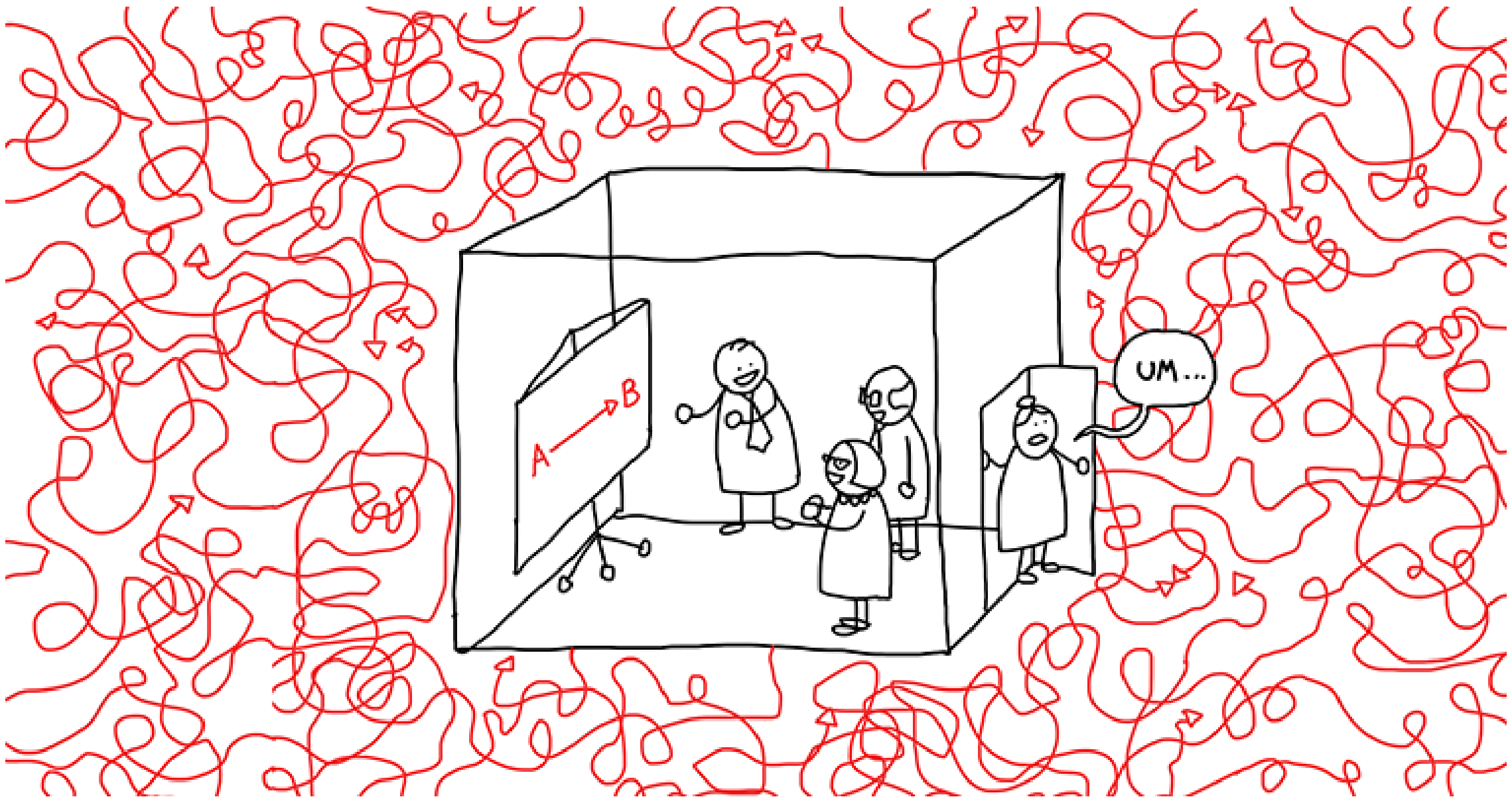




Access the confidence to respond effectively in complex situations









What situations call for  
‘influence’ in your  
clinical and LDC roles ?

[www.menti.com](https://www.menti.com)  
**1969 7103**



Where are we  
when we  
aren't  
present?



# Deep in our conceptual thinking

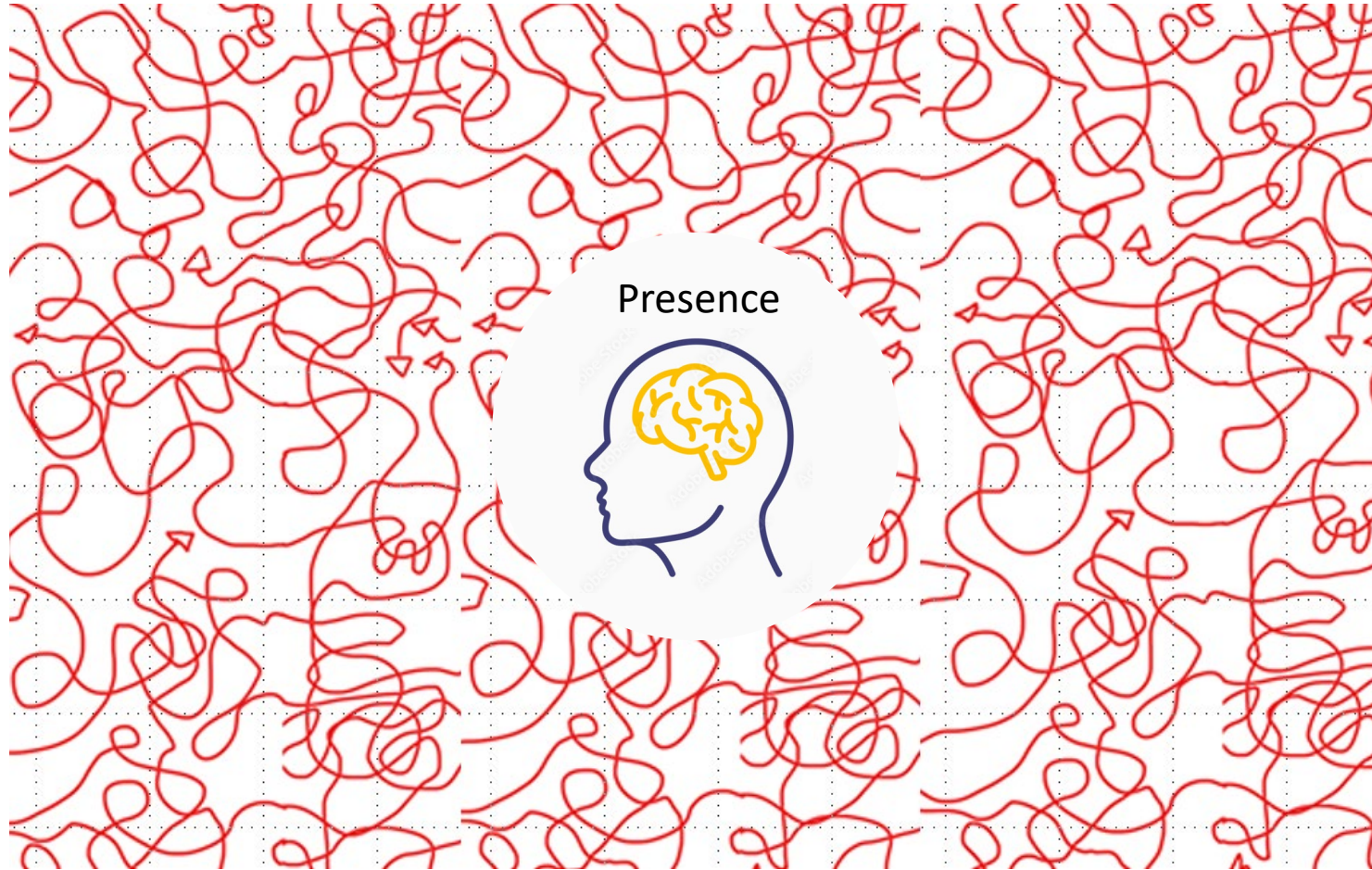


Trying to figure it out .....





# The power of noticing



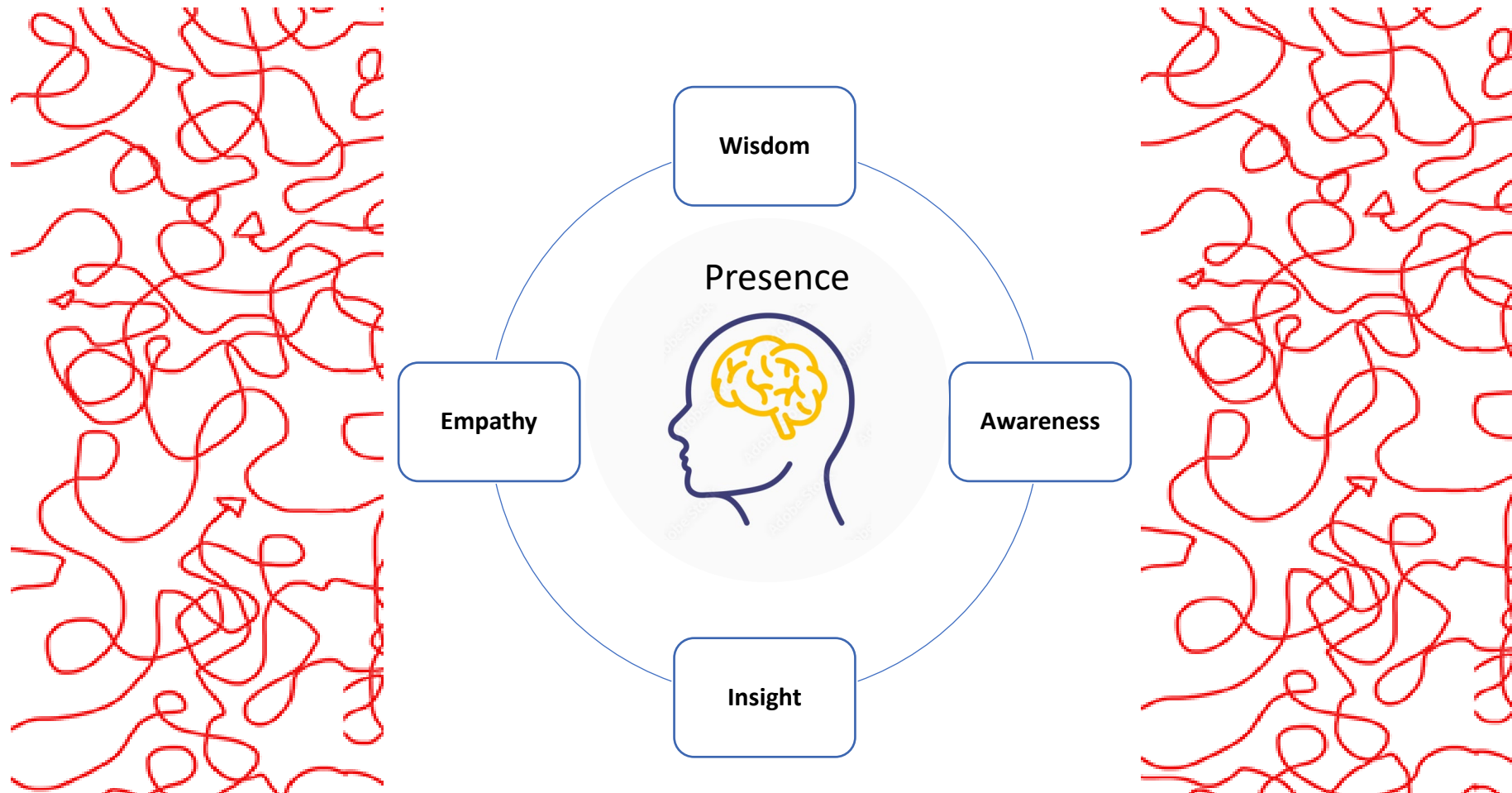
# Presence

A calmness, confidence, slowing down of time, full engagement in the task we are doing and a sense of knowing what to do or say next.

We are built to thrive in the moment.



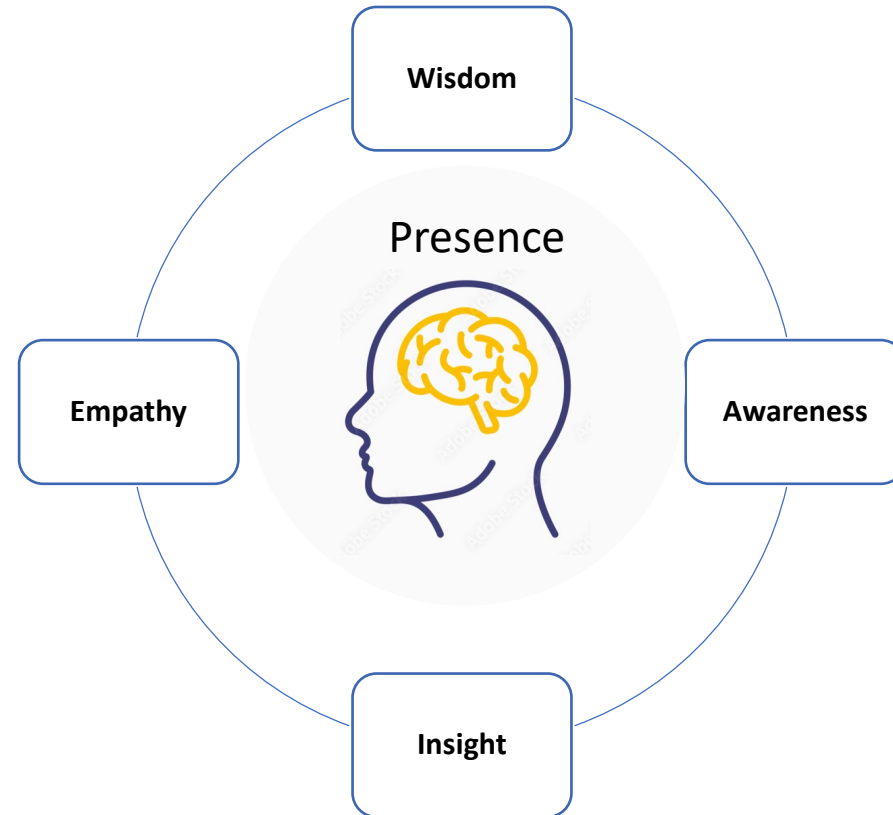
# Presence in the moment Leads to the capacity for:



# Confidence = Trusting Yourself to respond in the Moment

## Wisdom

Common sense  
Deeper intelligence  
Free flow of thought  
Responsive  
On demand  
Original thinking



## Insight

Ah-ha  
Ideas  
Realisation  
Understanding  
Experience changes  
From Concept to truth

**We naturally access our confidence when we are present, in a calm mind.**



Identify and share a situation where you gave up trying to 'figure it out' and then instinctively knew what to do



# What causes someone to respond positively to an influence request



# Personal Change



**Realise**

**Habits**

**Effort**



# 'Realise' – The key to change

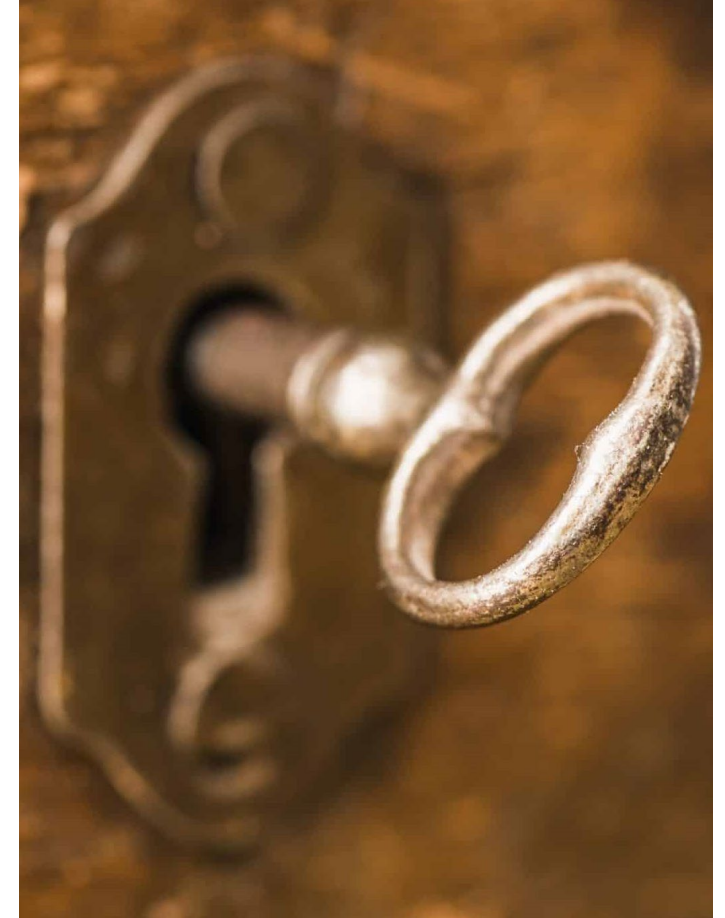
**realise**

(riːəlaɪz  )

To understand a situation, sometimes suddenly

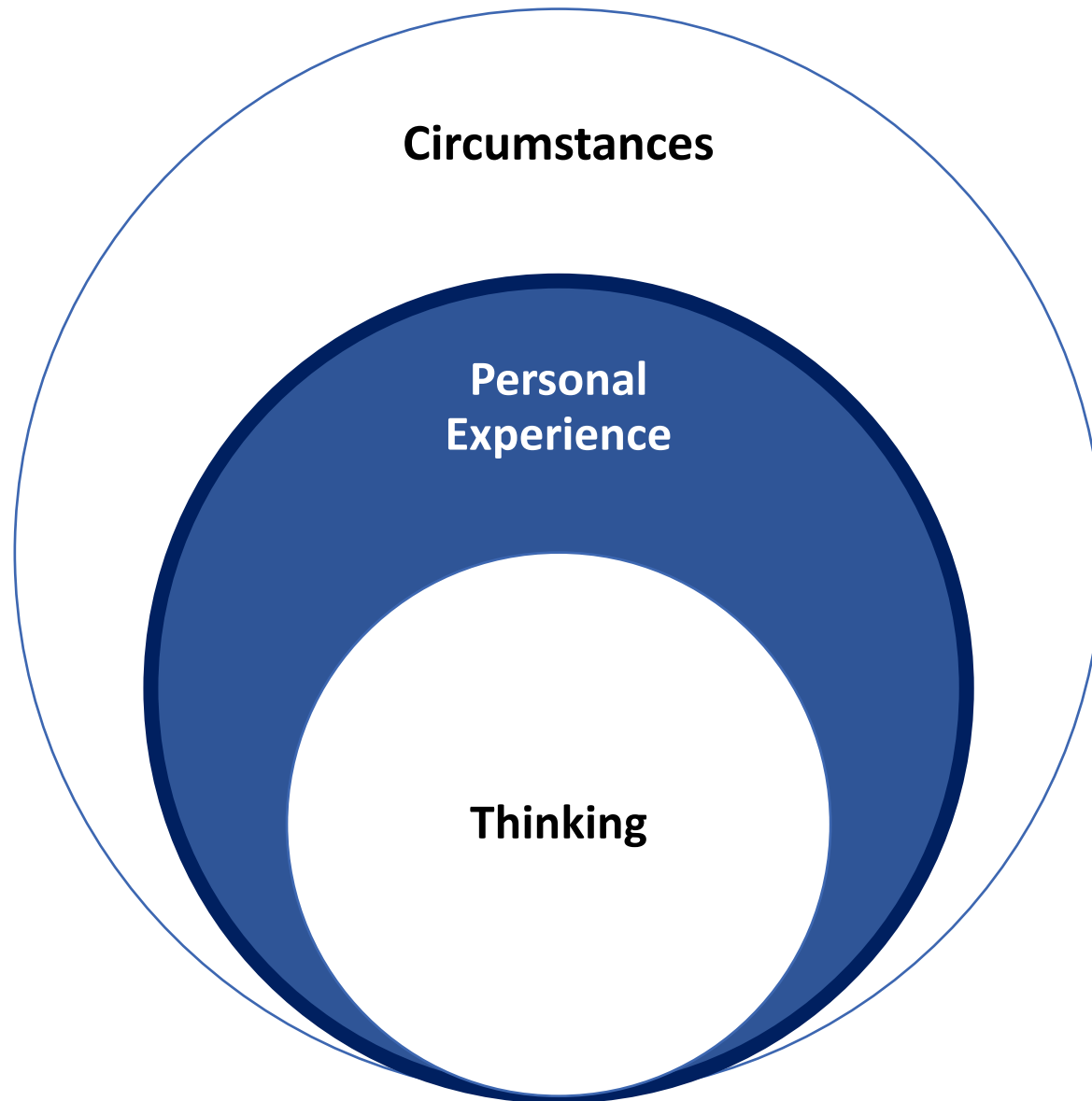
When you *realise* something, it becomes clear to you.

If you realise a fact, you see its truth.





# We are Experiencing our Thinking



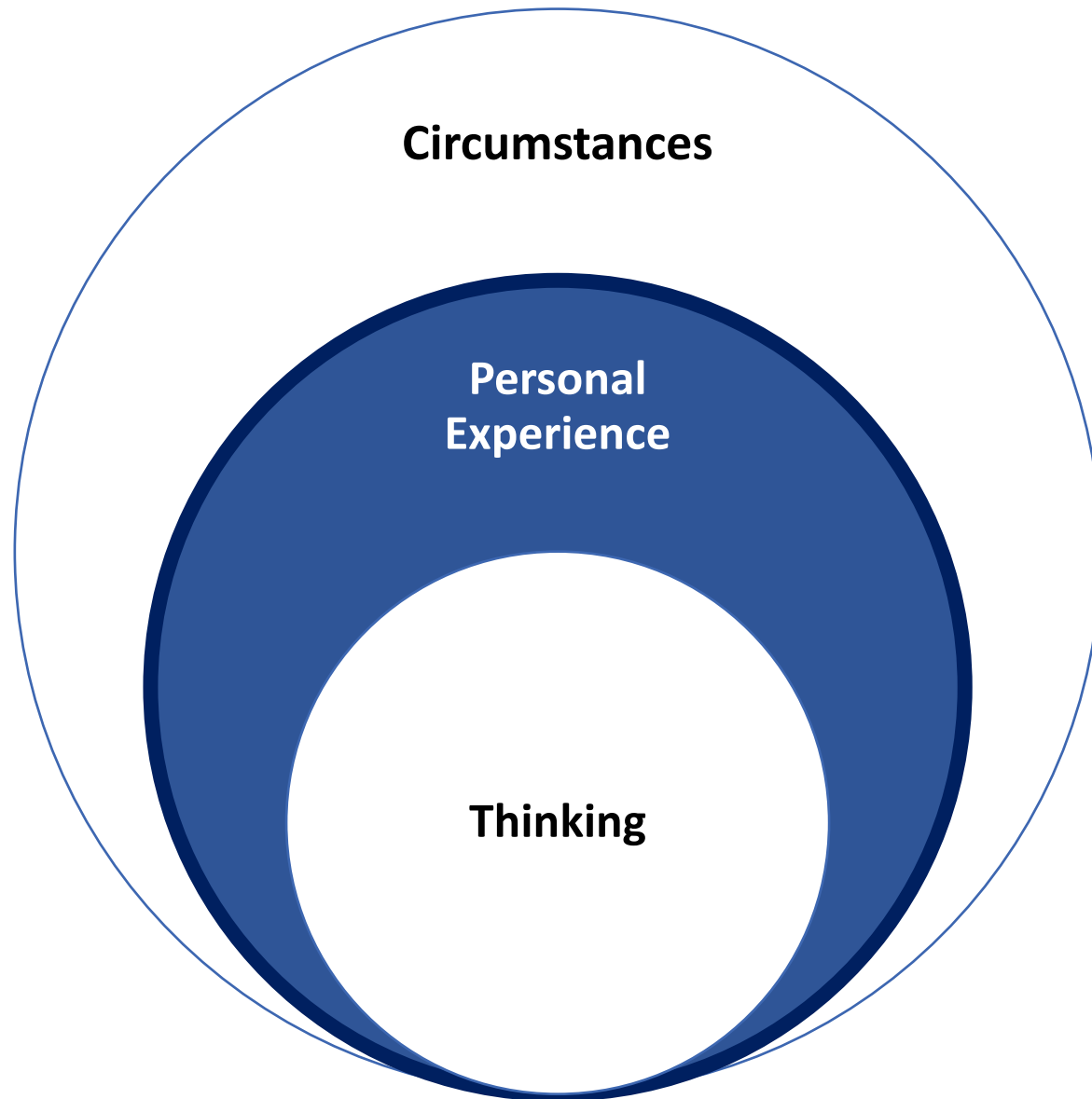
We believe our thinking  
to be true

**We feel our thinking**

We think continuously



# We are Experiencing our Thinking



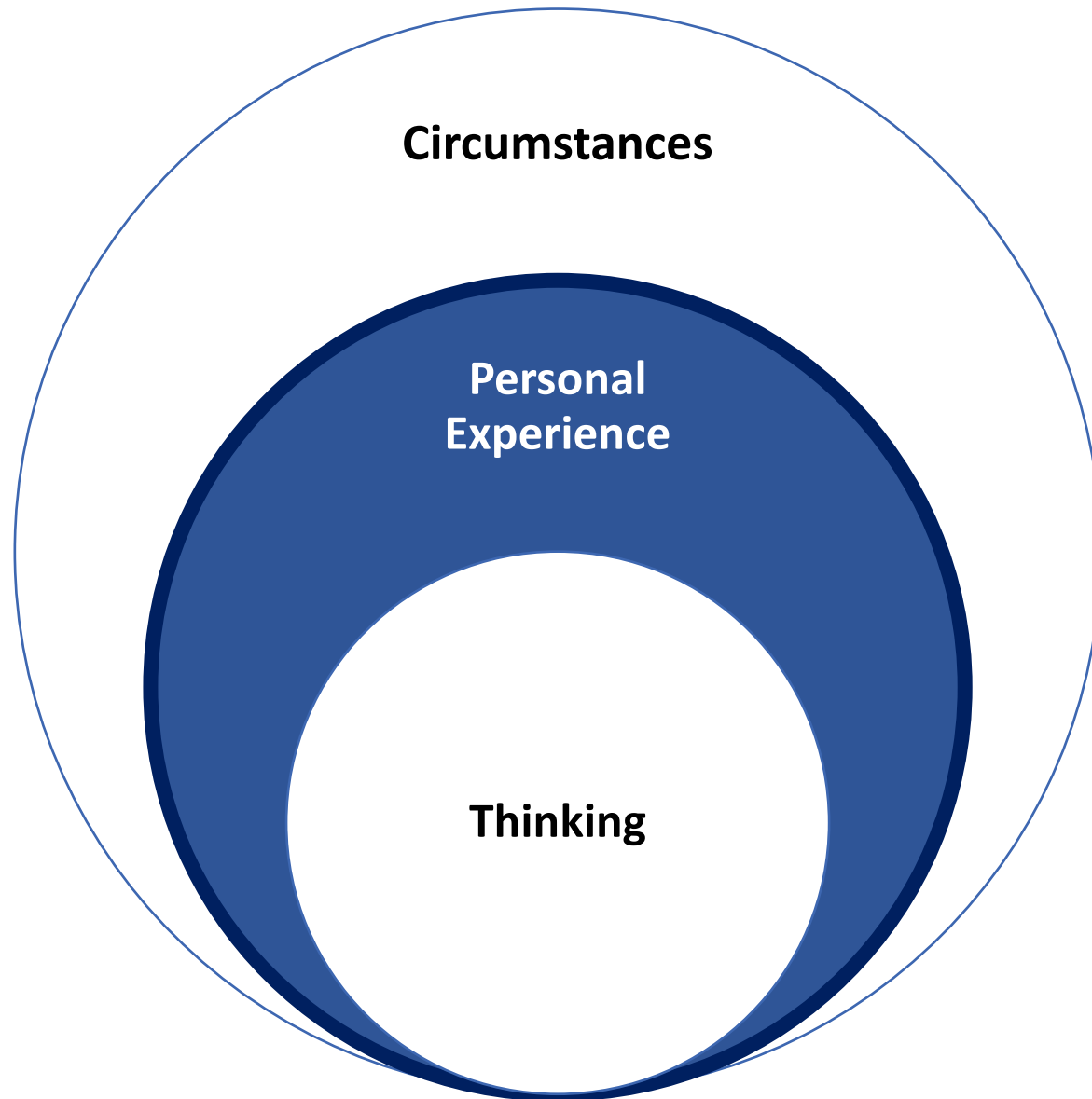
When our experience changes, our behaviour changes

**Nothing's changed, but everything's different**

When our thinking changes (we realise), our experience changes



# We are Experiencing our Thinking



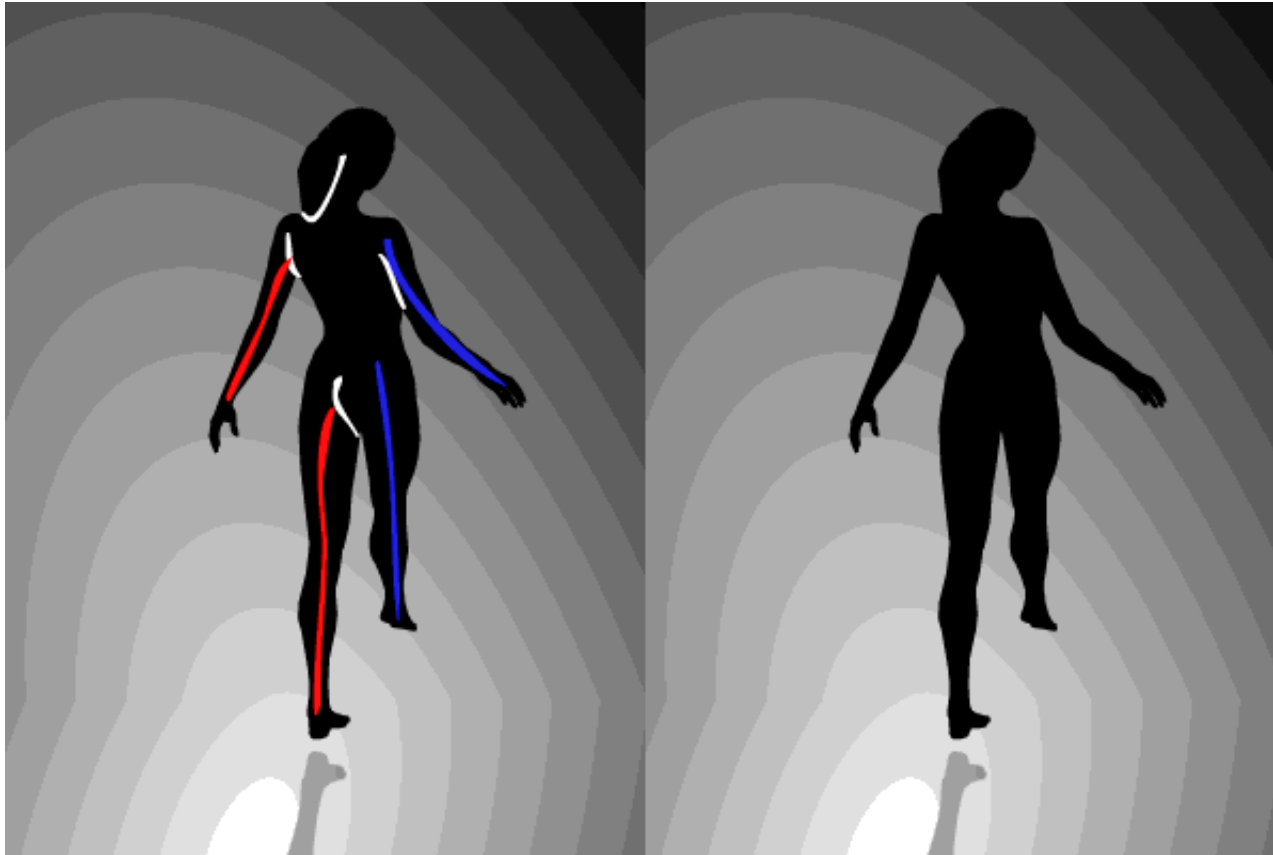
If we could experience the thoughts of another person their behaviour would make perfect sense to us.



# Separate Realities



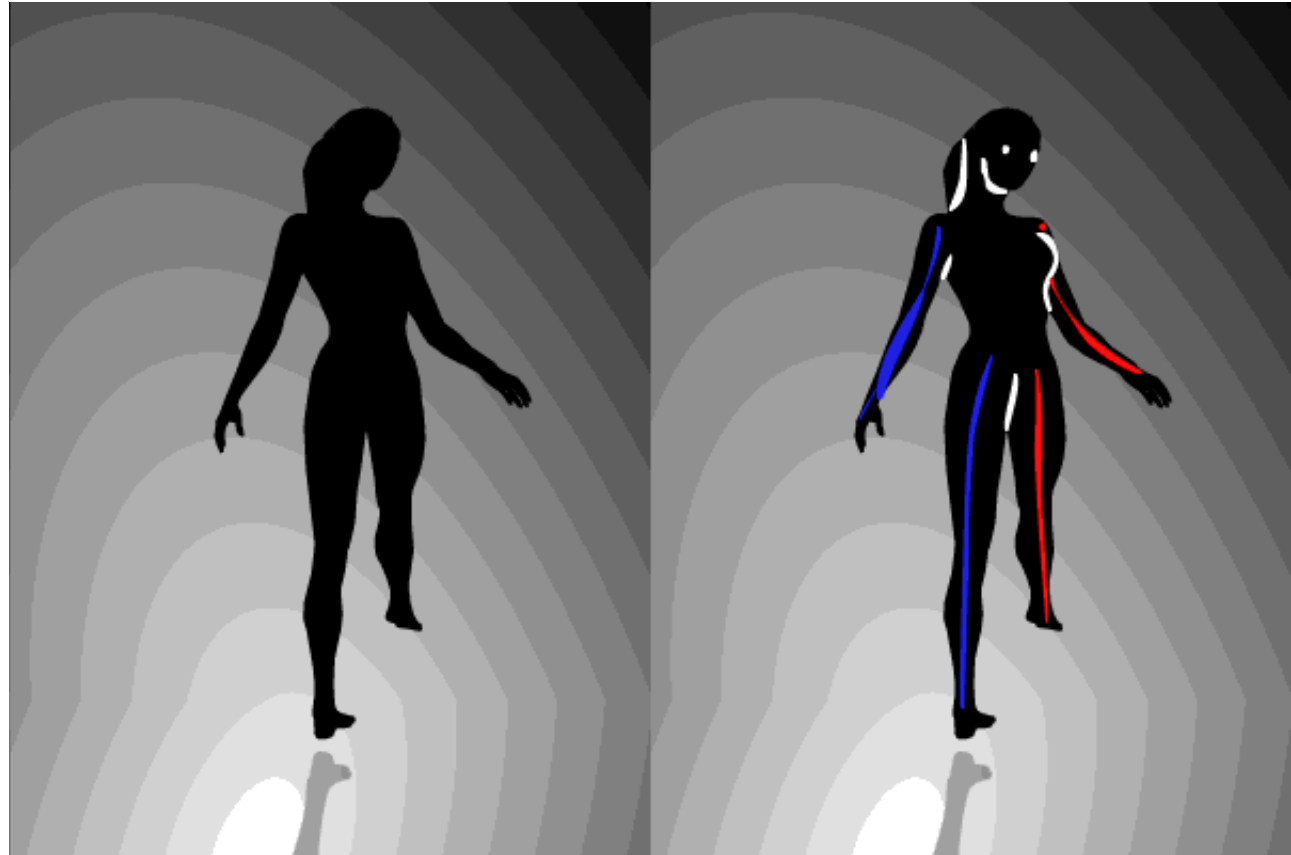
# Separate Realities



# Separate Realities



# Separate Realities



Negotiating with ICB for the discretionary 110% contract value (additional paid UDA up to 110%) to be applied across a region which has the previous year said no they won't agree to it due to funding.

- In 2022, NHS England introduced a policy allowing dental contracts to deliver and be paid for up to 110% of contracted activity where resources were available.
- **However, some commissioners chose not to implement this flexibility in their areas, citing reasons such as budget constraints or logistical challenges. This scenario focuses on persuading these commissioners to adopt the policy in the current year.**





# Potential for alignment

- Improving patient access and reducing backlogs
- Ensuring fairness among practices
- Data-driven decisions Sustainability
- Budgetary constraints
- Local patient outcomes
- Compliance with NHS policies and objectives
- Demonstrable capacity to over-perform





# I wonder ....

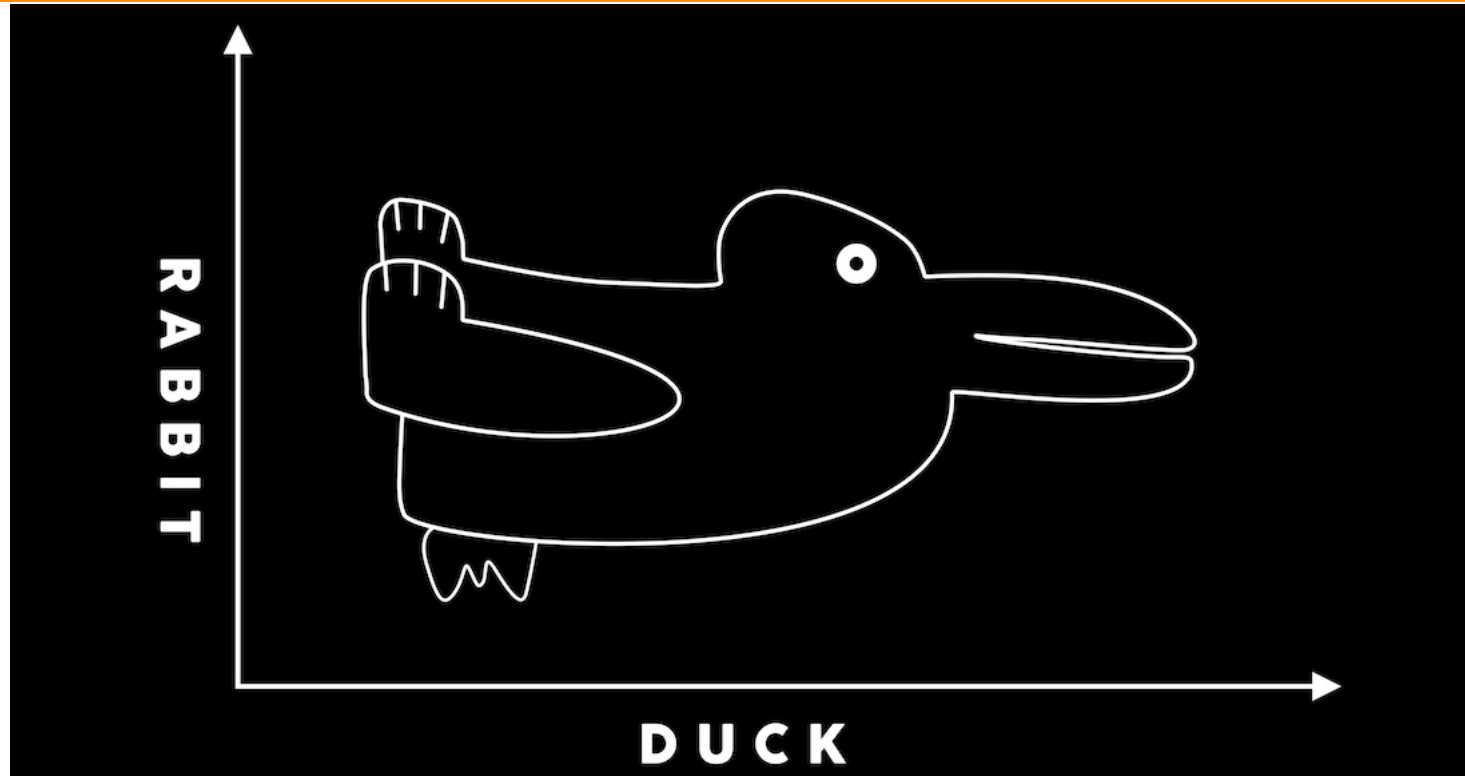
What might be in the thoughts of the commissioner that would cause **their** response to make perfect sense to **them**?



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Apply interpersonal skills to positively impact a negotiation process



In Pairs (4 mins)

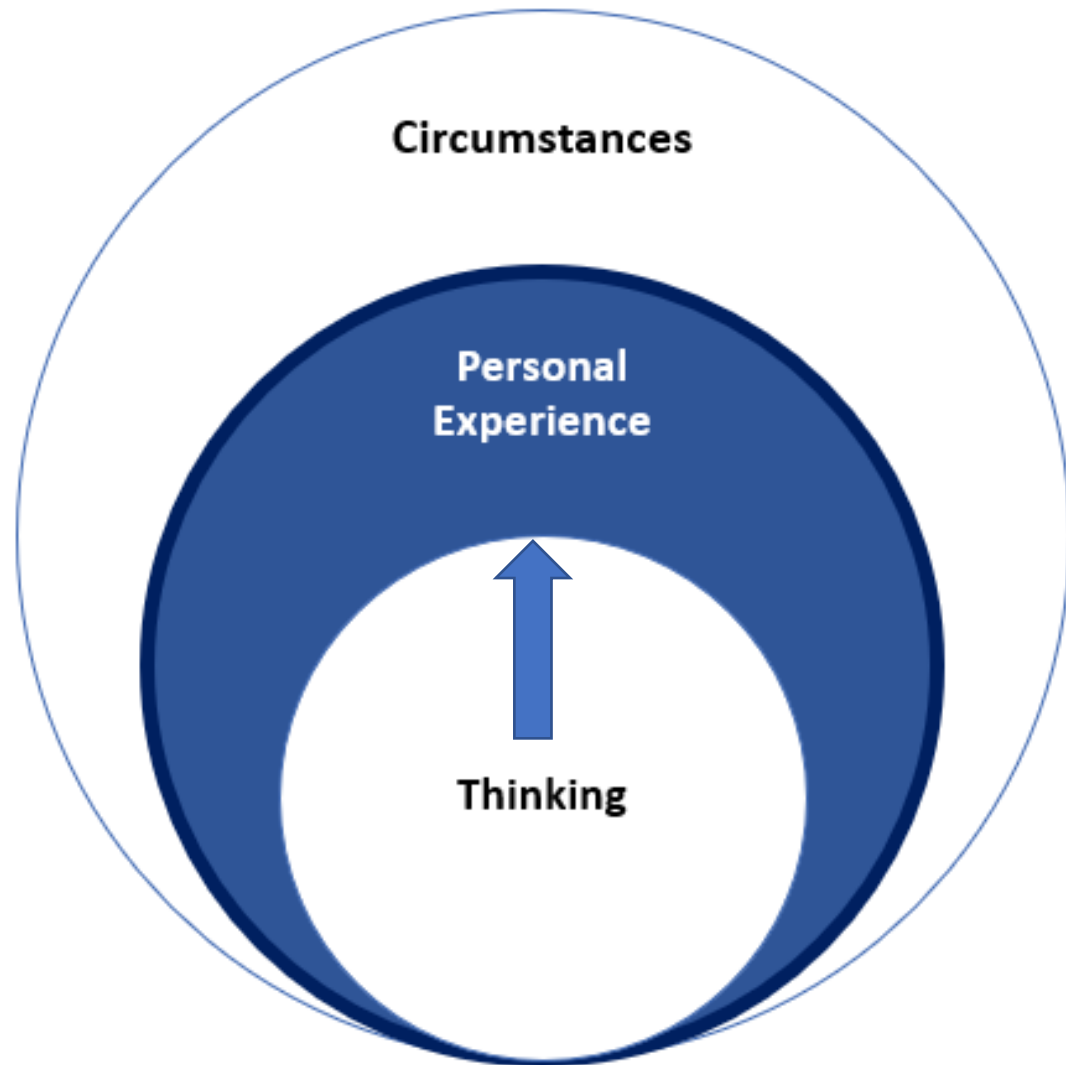
**Person A** – convince the other person to stand up

**Person B** – don't make it hard or easy, if you're convinced – stand up

This isn't about results, notice what's going on in your thinking...



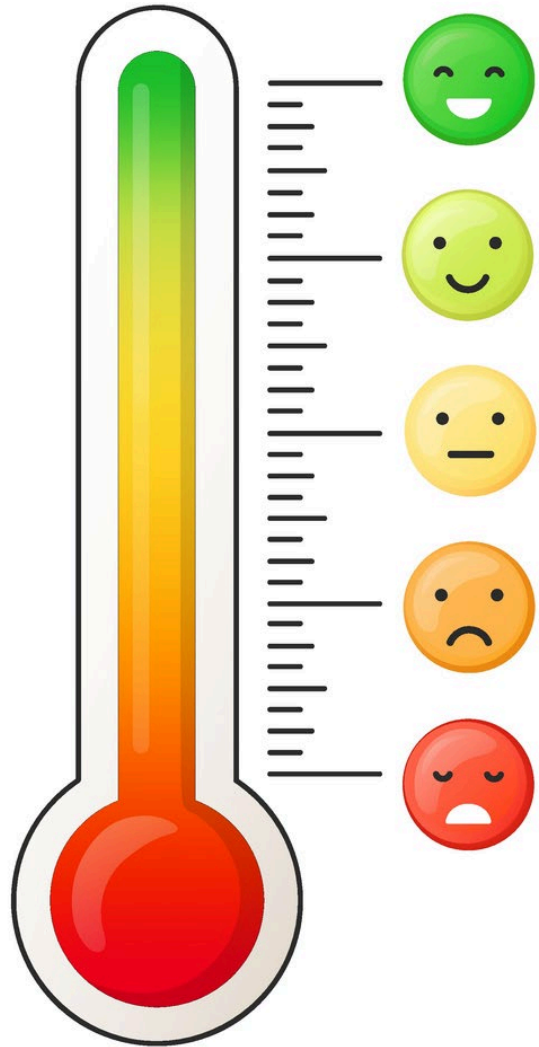
# Thoughts Create Experience



If you **think** you are dealing with a difficult person, everything you say and everything you do will make it worse!



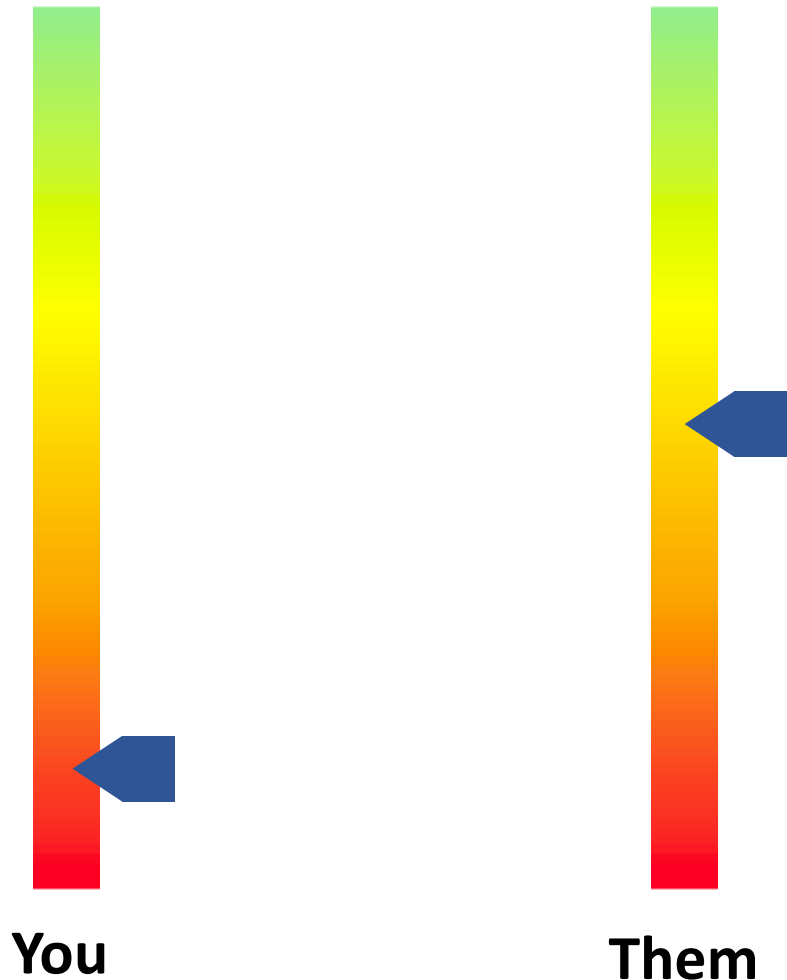
# Moods Impact our Judgement & Behaviour



Nothing's changed, but everything's different...



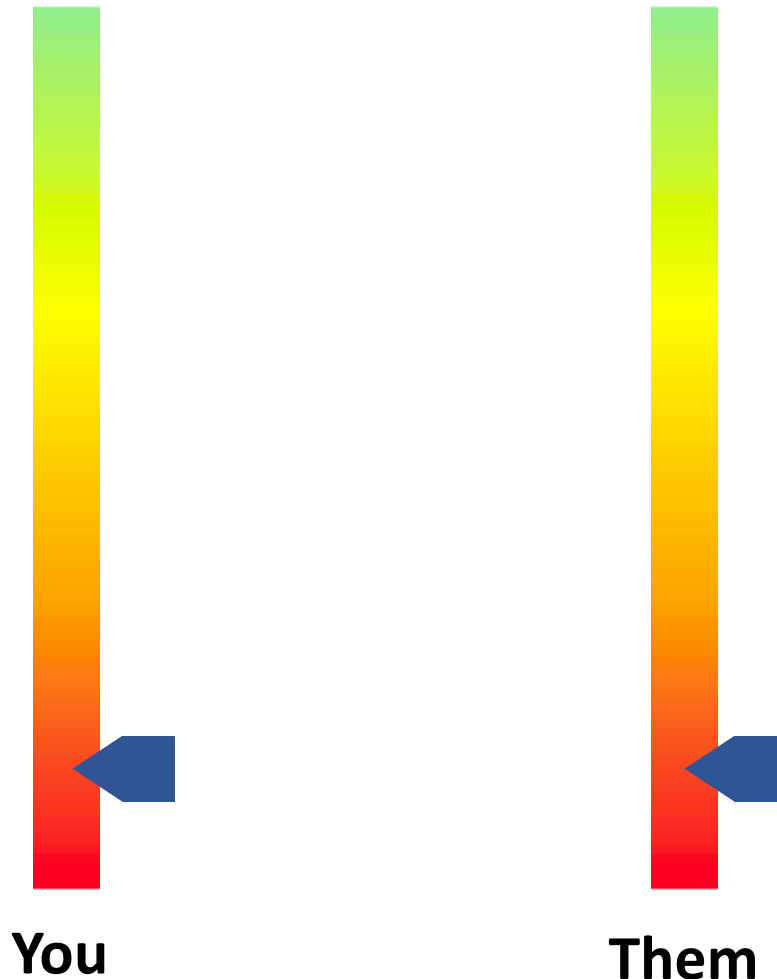
# Mood / State of Mind



This is when we are **most likely** to engage in an Influence request



# Mood / State of Mind

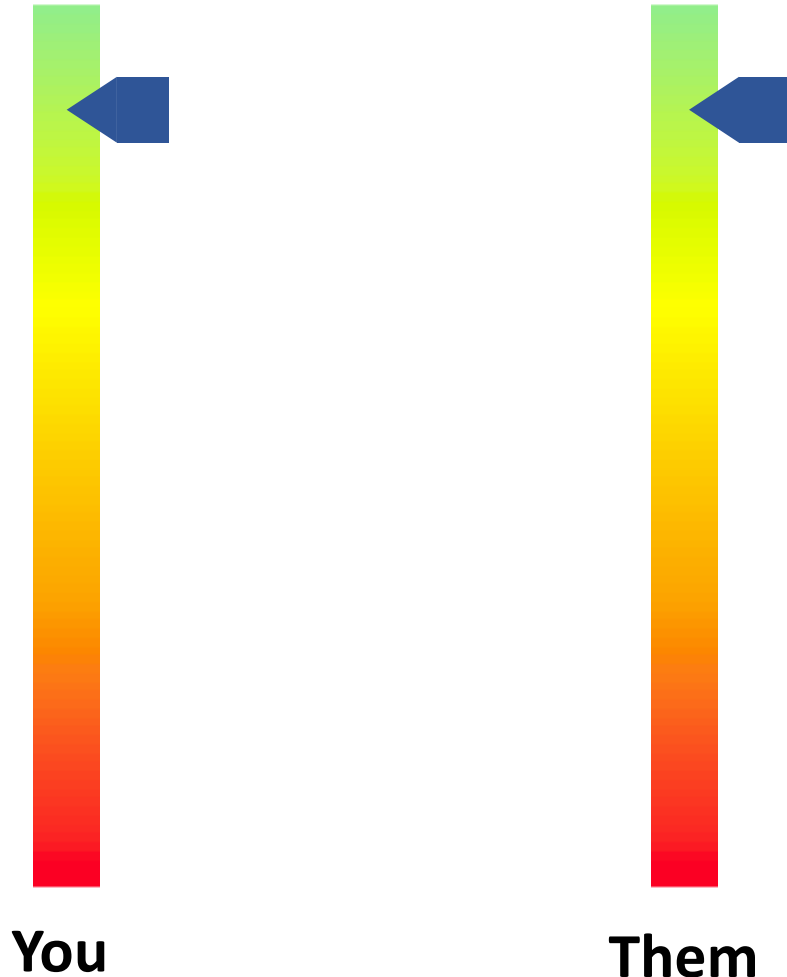


Even a simple conversation here is likely to be unproductive or lead to conflict





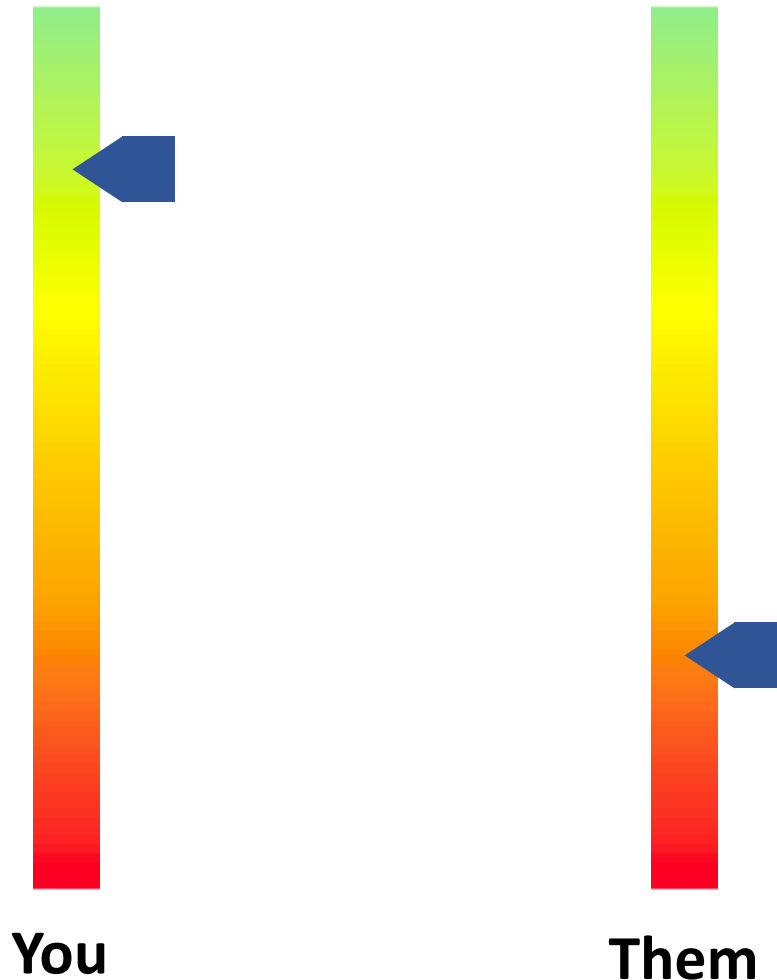
# Mood / State of Mind



This is when we are **most likely** to establish rapport and resolve complex issues



# Mood / State of Mind



How is this conversation likely to go?



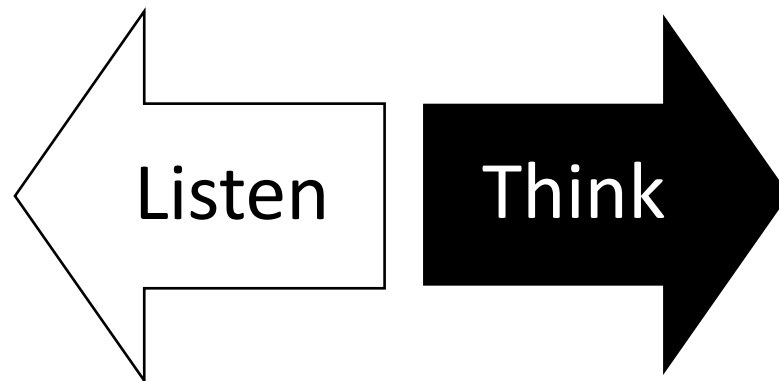
Nothing's changed, but everything's different...

Identify and share a time  
when you experienced the  
same situation from a  
different mood or mindset



# Four Levels of Listening

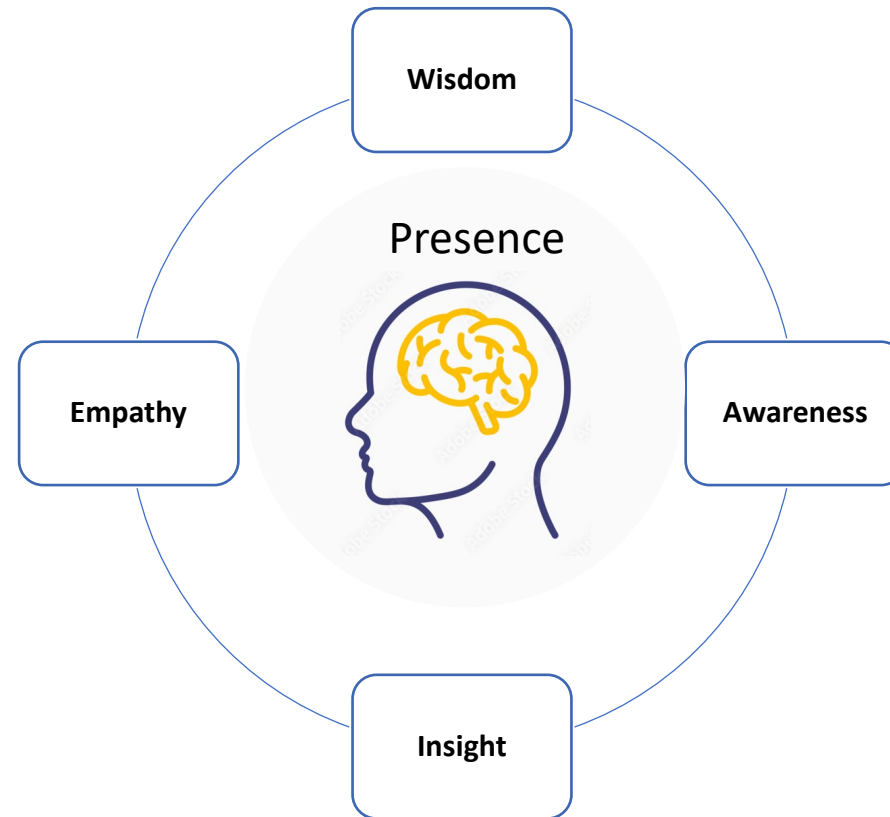
1. Distracted Listening with your focus on something else
2. Listening to agree, disagree or respond
3. Active Listening to figure it out
4. **Connected Listening** to help them reflect and have insight



# Listening creates 'presence'

## Wisdom

Common sense  
Deeper intelligence  
Free flow of thought  
Responsive  
On demand  
Original thinking



## Insight

Ah-ha  
Ideas  
Realisation  
Understanding  
Experience changes  
From Concept to truth

**Presence unlocks Wisdom & Insight**

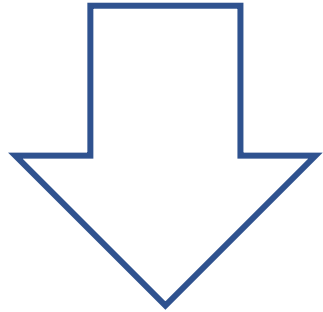


# 'Realise' – The key to change

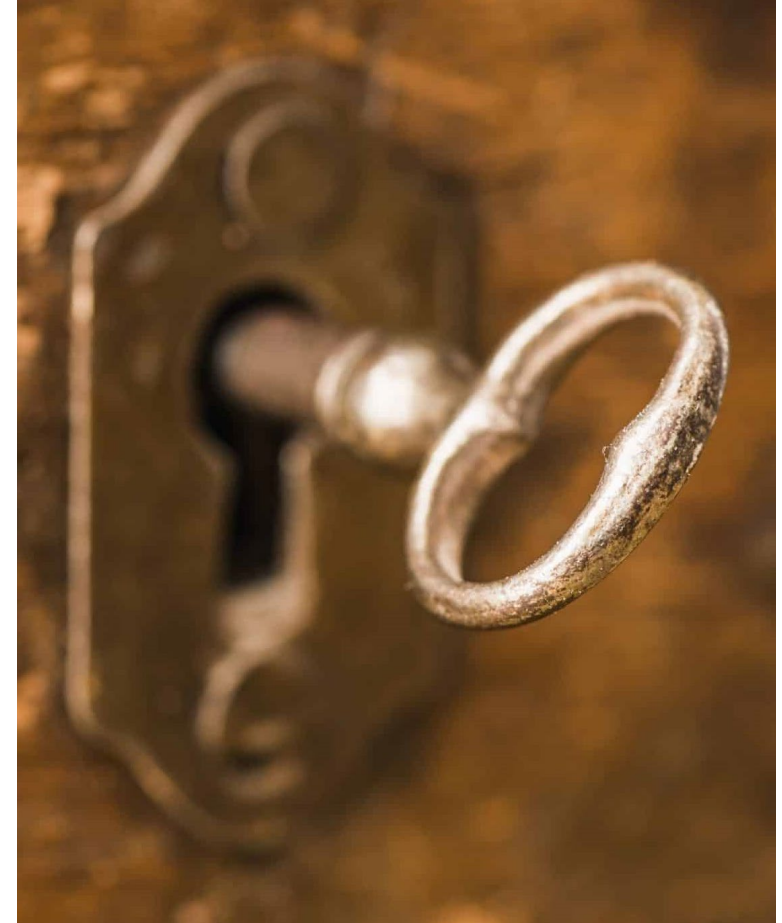
**realise**

(ri:əlaɪz  )

To understand a situation, sometimes suddenly  
When you *realise* something, it becomes clear to you.  
If you realise a fact, you see its truth.



**To make real**  
**To bring into existence**  
**To make it happen**



# Develop a strategy for preparing, planning, and engaging in a negotiation



# Prepare

## Us

**Must Get**

- -
- -

---

**Intend To Get**

- -
- -
- -

**Like to Get**

- -
- -
- -
- -

## Them

**Must Get**

- -
- -

---

**Intend To Get**

- -
- -
- -

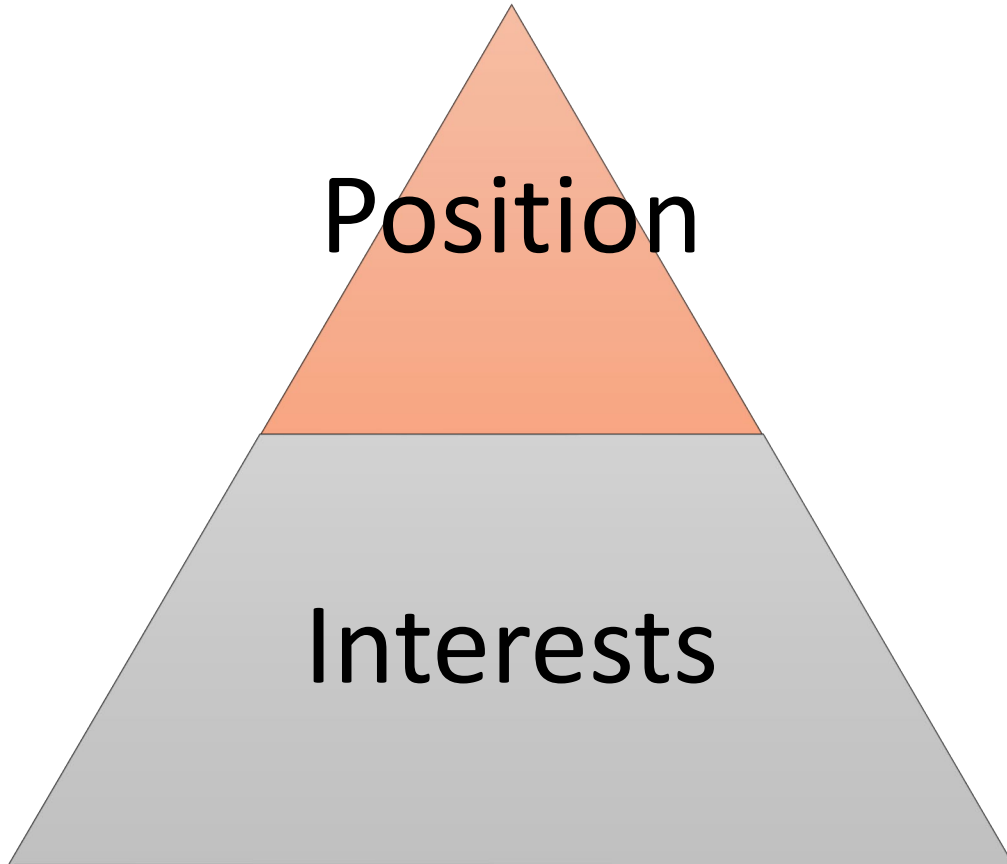
**Like to Get**

- -
- -
- -
- -

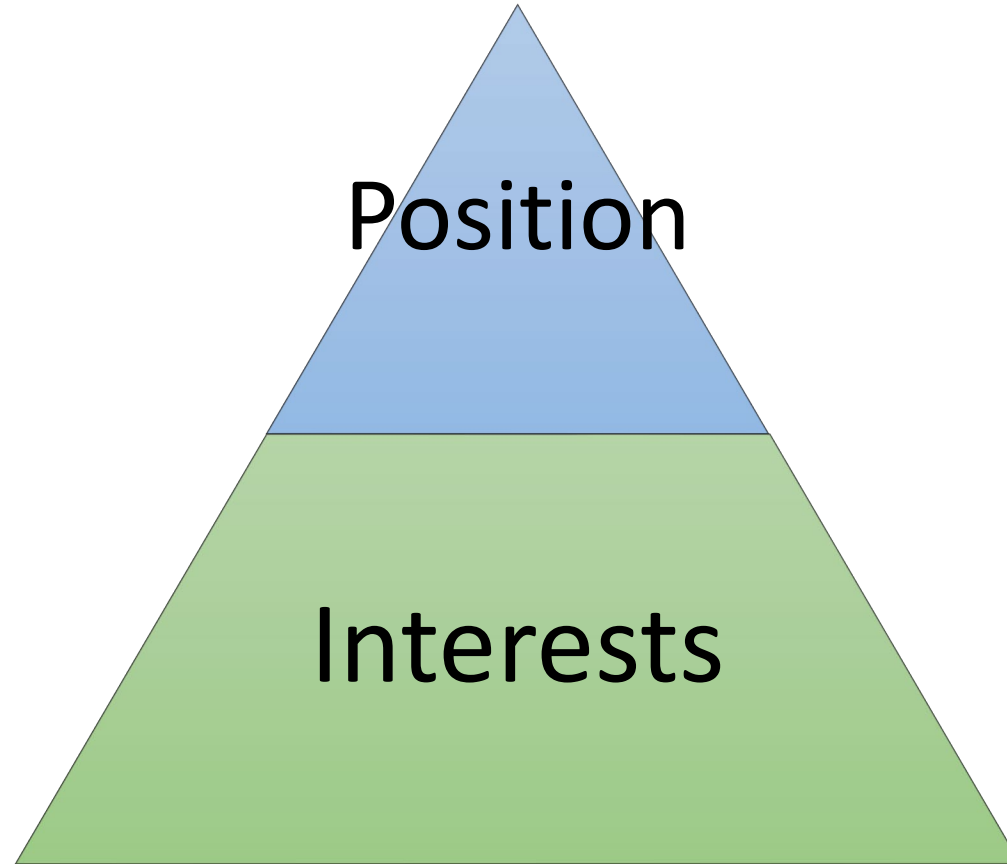




Us

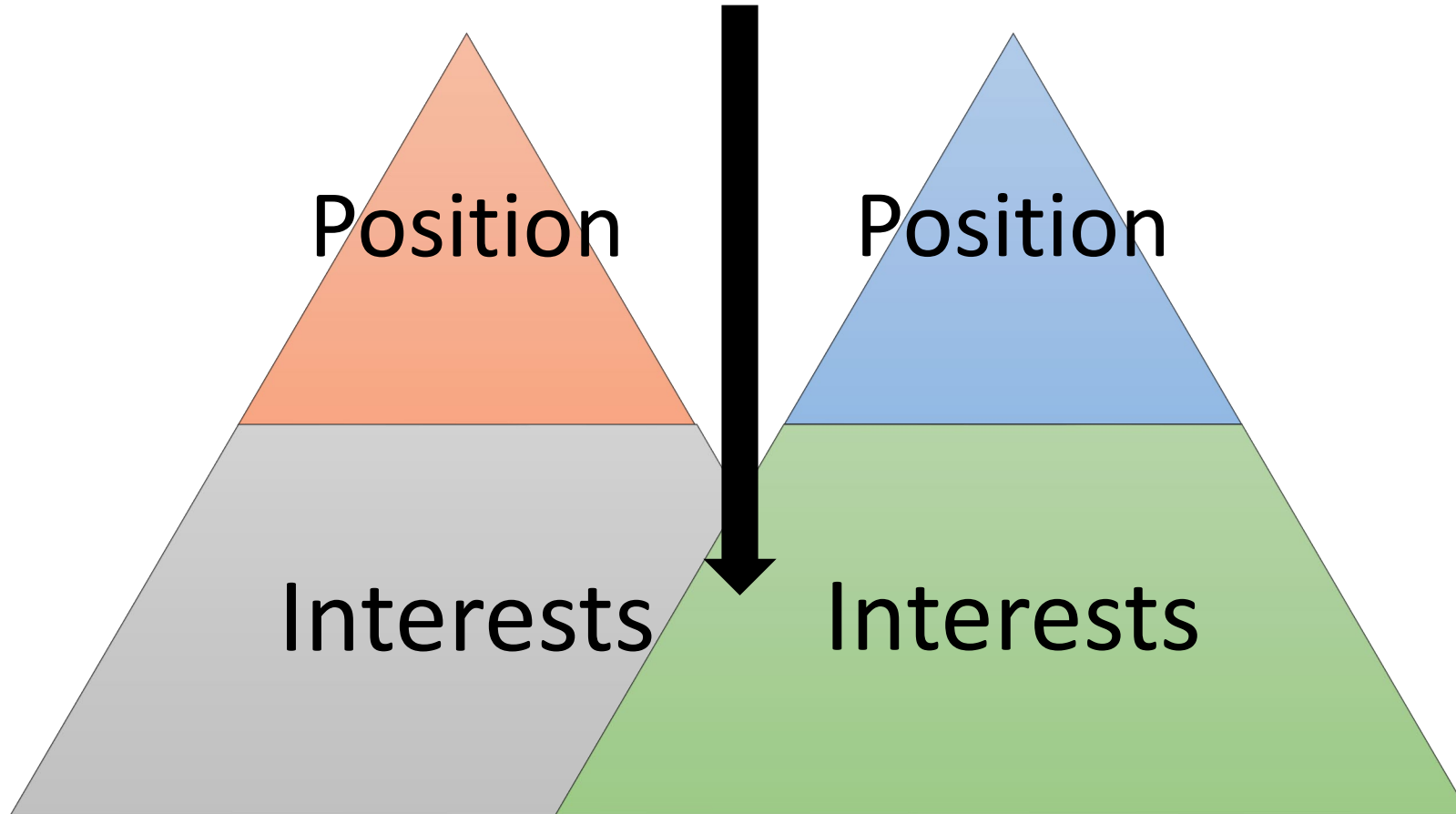


Them



Us

Them



# Plausible Scenarios

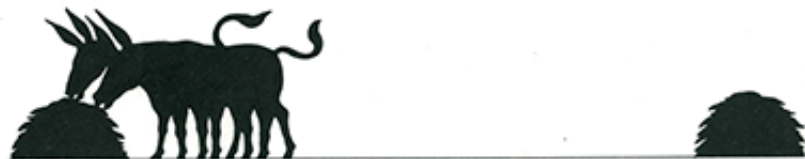
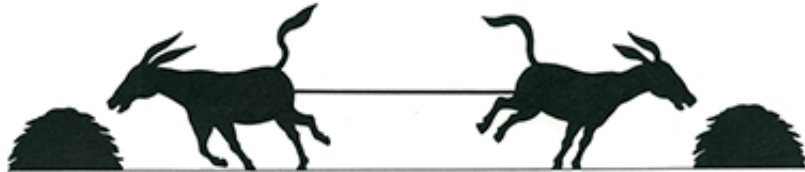
What are all the plausible scenarios for how this could evolve?

Which of those scenarios do both sides want to avoid?

Which scenarios might allow both sides to realise their interests?

**“Do the best you can until you know better. Then when you know better, do better.”**

Maya Angelou



# Thank You

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