Responding To Risk
Enterprise Risk Management Seminar

Wednesday 13 September 2017
Actuaries Institute • Sydney

Early Bird Closing Friday 25 August 2017
Influencing & Engaging Stakeholders

Kate Lyons
Change
Who?
What?
Why?
When?
How?
What?
Influence

Influence is the ability to connect, engage and get individuals to act on what you have to say. Influence is increasing your listeners trust and believability in YOU!

Stacey Hanke
Influence is not Manipulation

Assertiveness
Engaging stakeholders

How to involve people.

Those who can develop decisions, influence decisions, be impacted by decisions or make decisions.
Not
Why?
Leadership
Positive
Risk Culture
Who?
Engaging stakeholders

• Relevant to the success of your initiative
• Influential in the success of your initiative
• Collaborators
Put yourself in THEIR shoes

- Priorities
- Motivators
- Personality
- Emotions
- Expectations
- Organisational culture
- Knowledge base
When?
How?
Planning
Communication

- Open mindset - listen & build on ideas
- Body language
- Keep it simple
- Audience - level of detail
- Conclusions v journey
Solution orientated Approach

• Situation
• Complication
• Question
• Answer
  – 3 options and a recommendation
Successful Influence?

- Trusted
- Authentic
- Confident
- Energised
- Aligned
Questions?
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