

Learning to Think On Your Feet: Improv Skills for Supported Employment

(a.k.a How to Win Friends and Influence Clients/Consumers/Employers/ Parents and the General Public)



What To Expect Today:

- General principles that will help you become more influential with those you deal with on an everyday basis, taken partially from the book “How To Win Friends and Influence People” by Dale Carnegie and Zig Ziglar’s “The Secret To Closing The Sale”
- Additional tips based on my over 10 years of experience in the field of disabilities
- Time to practice, troubleshoot and brainstorm answers to some of the great ‘supported employment roadblocks’
- Candy!

What Not To Expect

- A one-size fits all answer to every roadblock you encounter
- To be bored
- To hear me lecture about ‘portfolios’ or ‘job development
- To hear me talk about ‘the recession’, ‘those problem parents’, ‘those employers’ and everyone who makes our jobs unbearably hard.

What I Expect Of You

- An open mind and an open heart
- Full audience participation
- To teach me as much as I teach you
- To take what you learn here and share it!



BECOME A FRIENDLIER PERSON

1. Don't criticize, condemn or complain.
2. Give honest, sincere appreciation.
3. Arouse in the other person an eager want. ★
4. Become genuinely interested in other people. ★
5. Smile.
6. Remember that a person's name is to that person the most important sound in any language.
7. Be a good listener. Encourage others to talk about themselves.
8. Talk in terms of the other person's interest.
9. Make the other person feel important - and do so sincerely.
- 10 The only way to get the best of an argument is to avoid it.

WIN PEOPLE TO YOUR WAY OF THINKING

11. Show respect for the other person's opinions. Never say, "You're wrong." ★
12. If you are wrong, admit it quickly and emphatically.
13. Begin in a friendly way.
14. Get the other person saying, "Yes, yes" immediately.
15. Let the other person do a great deal of the talking. ★

16. Let the other person feel that the idea is his or hers. ★
17. Try honestly to see things from the other person's point of view.
18. Be sympathetic with the other person's ideas and desires.
19. Appeal to the nobler motives.
20. Dramatize your ideas. ★

BE A LEADER

21. Throw down a challenge.
22. Begin with praise and honest appreciation.
23. Call attention to people's mistakes indirectly.
24. Talk about your own mistakes before criticizing the other person. ★
25. Ask questions instead of giving direct orders. ★
26. Let the other person save face.
27. Praise the slightest and every improvement. Be "lavish in your praise."
28. Give the other person a fine reputation to live up to.
29. Use encouragement. Make the fault seem easy to correct. ★
30. Make the other person happy about doing the thing you suggest.



- **Dialogue vs. Monologue**
- **Considerate vs. Conceited**
- **Authentic vs. Fake**
- **Build Trust vs. Build Tension**



Zig Ziglar's Secrets For Closing The Sale

- Positive mental preparation in advance will help absorb the impact of dealing with negative experiences.
- People buy what they want when they want it more than they want the money it costs.
- Selling is essentially the transfer of feelings

Time To Play!



What Do You Say??

Objection	Response

Resources:

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