

# The science of influence and meaningful connection

Ms Jane Wundersitz

Presenter

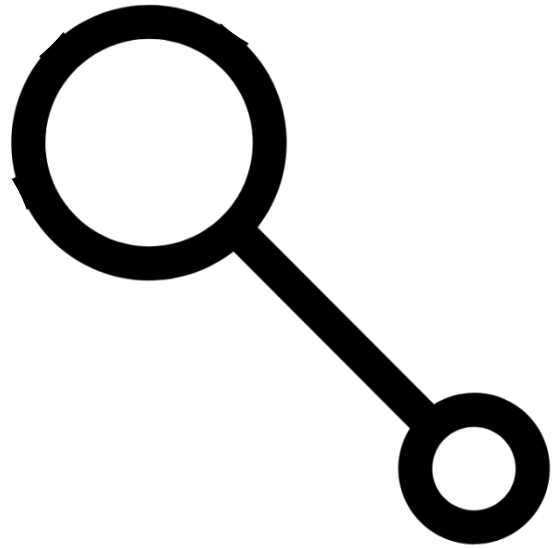
WunderTraining

**FQQQ**  
**CONGRESS**  
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**The SCIENCE OF**  
**INFLUENCE**

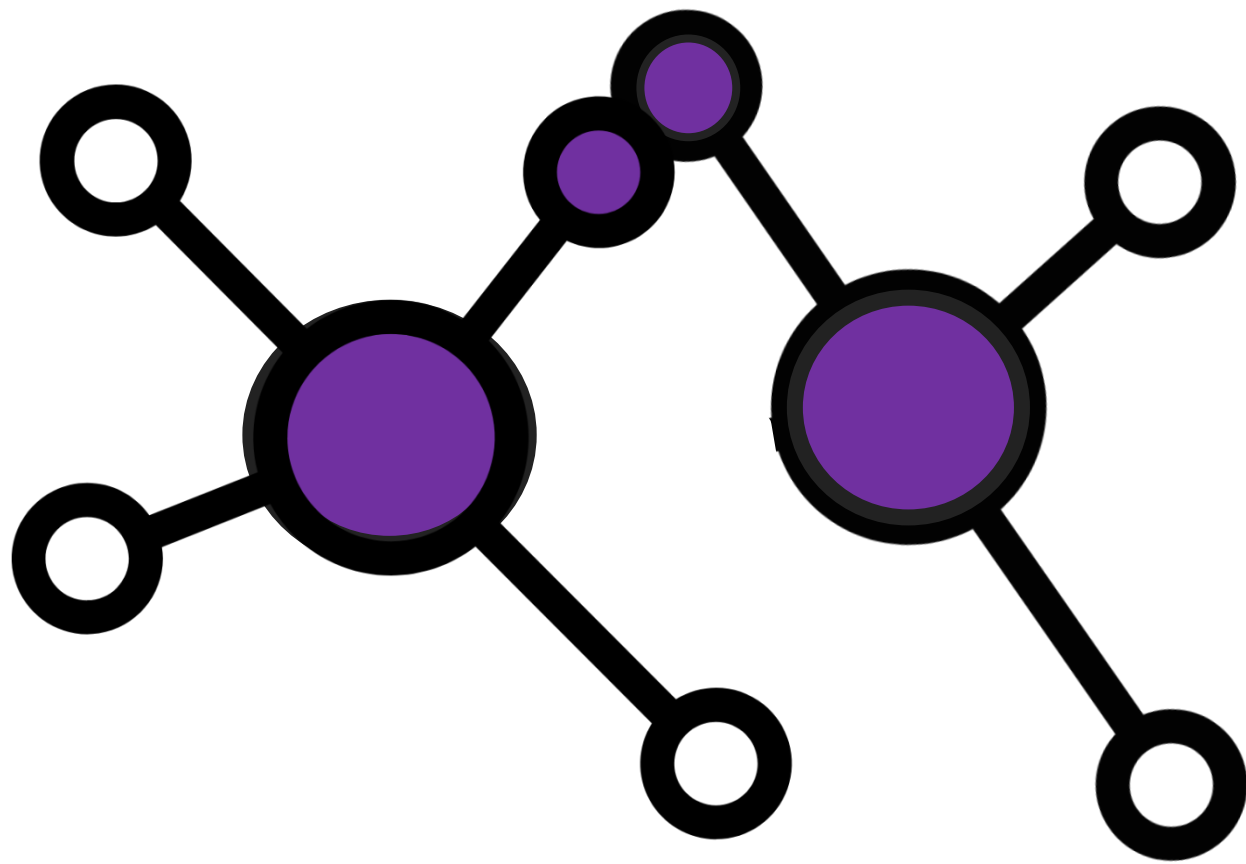
**+ MEANINGFUL CONNECTION**



# Our ability to **INFLUENCE**

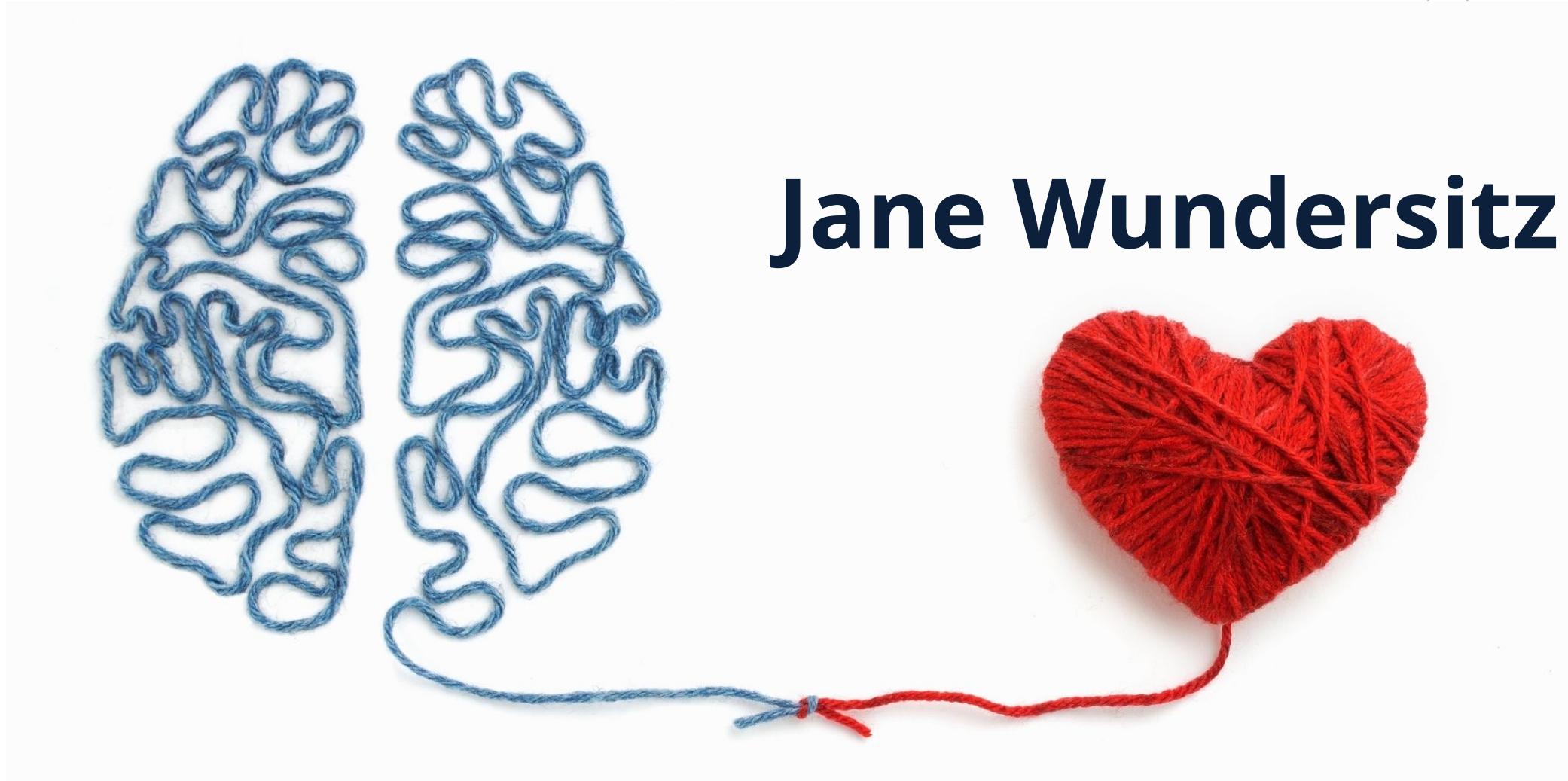


Our ability to connect



**How often this happens**

# Jane Wundersitz



# High-Quality Connection



2 things  
you have  
**in common**





Professor Jane Dutton





#1

Mutuality:

**Brought FOCUS and ATTENTION**

(you see me, and I see you)



#2

Identity affirming:

**Sense of Positive Regard**

(Feel seen in a positive light)



Mirror Neurons

**“They amplify,  
energise and  
clarify your  
thinking”**





GALLUP®

4

**STAND OUT**  
Behaviours

FAAQ  
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# Compassion

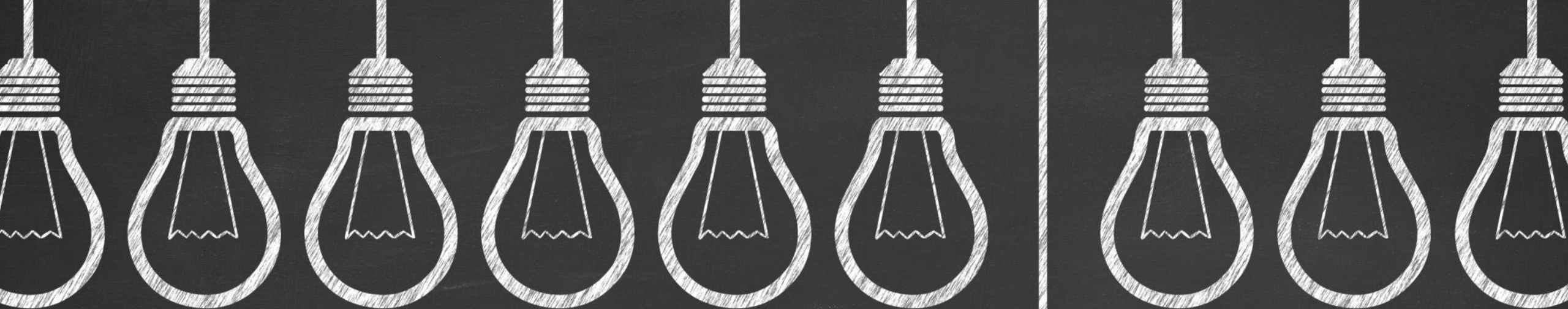


# Hope

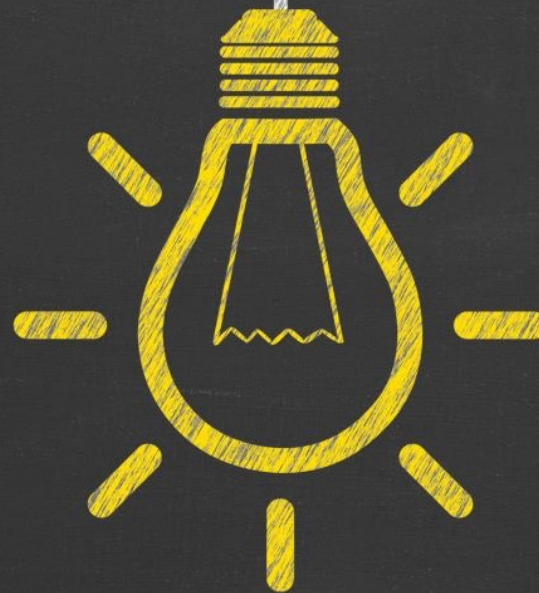
# Stability



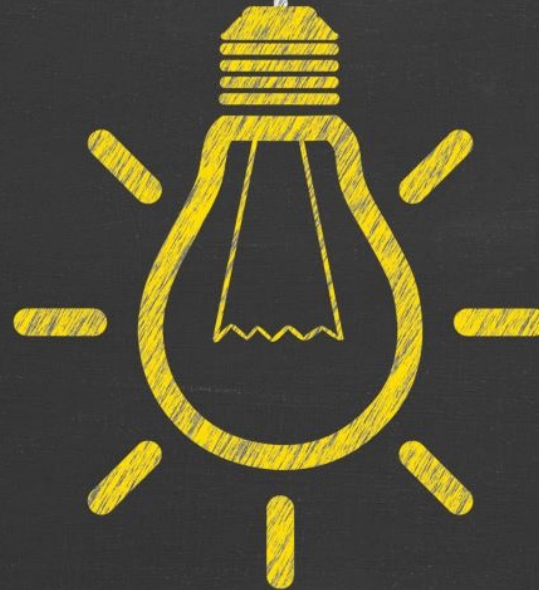
# #2 Positive Influence



What's the  
# NO.1  
consistent factor in an  
**Innovative Culture ?**



What's the  
# NO.1  
consistent factor in  
**Peak Performance?**





# POSITIVE

## Interpersonal interaction

# Pen, Paper & Pair Up



Face your  
partner





**Without looking  
at your paper**

Draw your  
partner's face.

They will draw you  
at the same time.

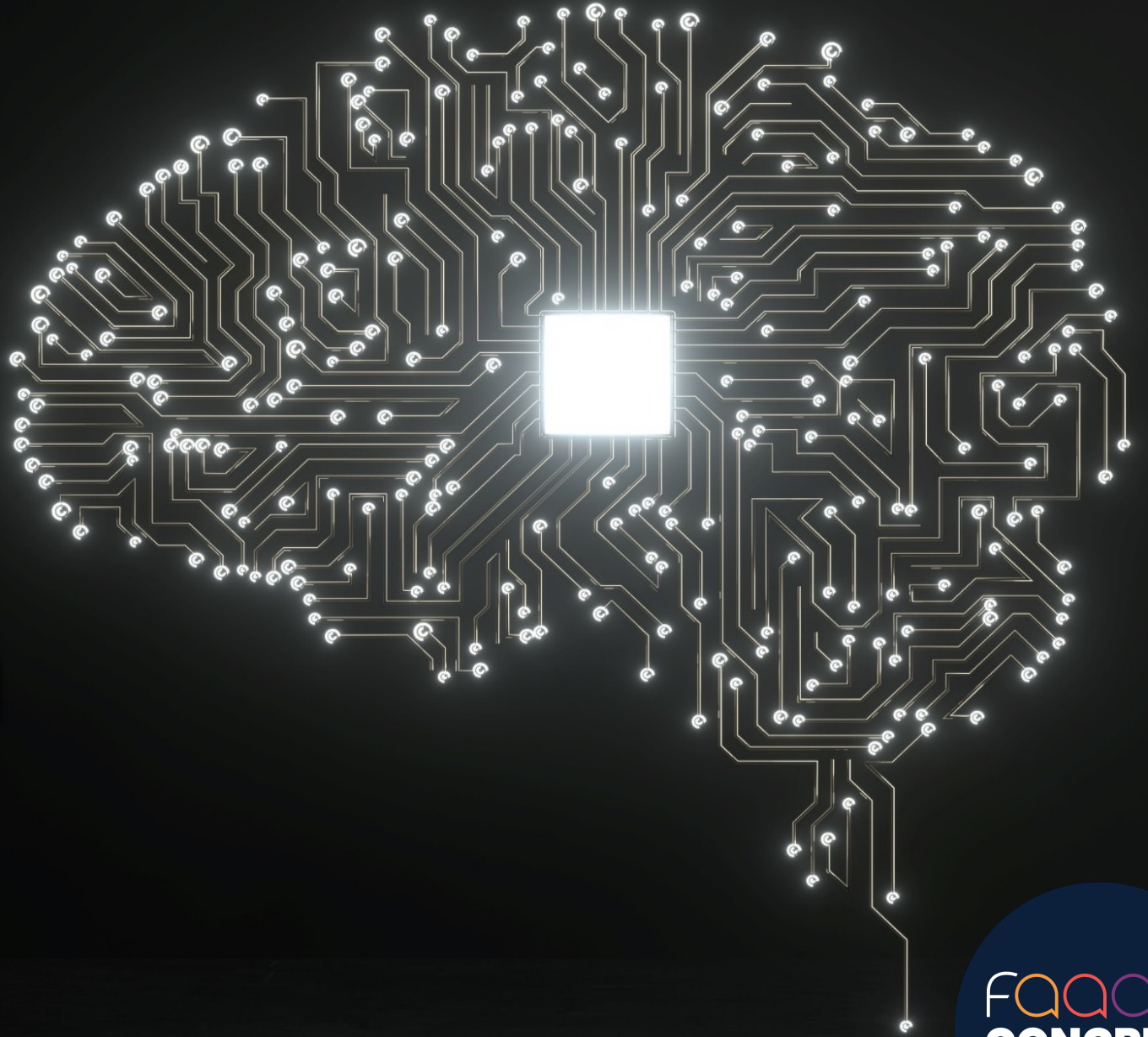




# Dopamine

# Oxytocin

# Serotonin



**What is that?**



**Oh ...  
just my mind?**

**Please read the sentence on the next slide.**

An orange circle containing the text "Count the....".

**Count the....**

“ Finished files are the result of years of scientific study combined with the experience of many years. ”

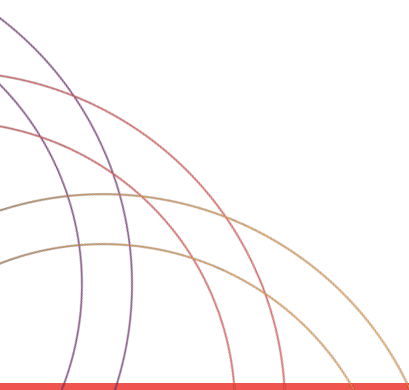
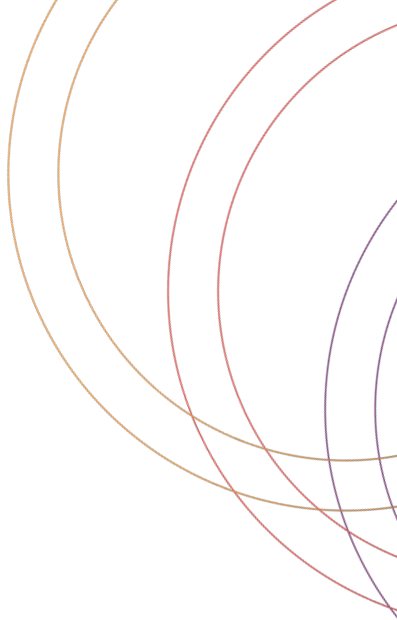
Count the  
f's



“ Finished files are the result of years of scientific study combined with the experience of many years. ”

Count the  
f's

of



“ Finished files are the result of years of scientific study combined with the experience of many years. ”

Count the  
f's

**Focus on the little things...**

# HABITS

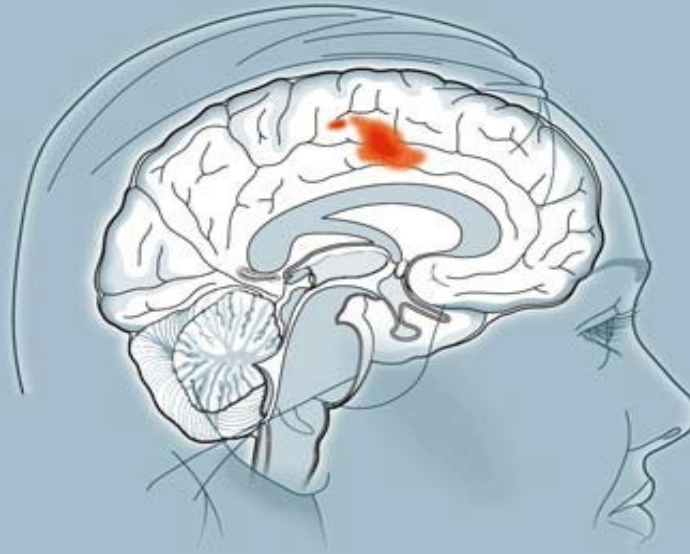
# HABITS

# Psychological SAFETY

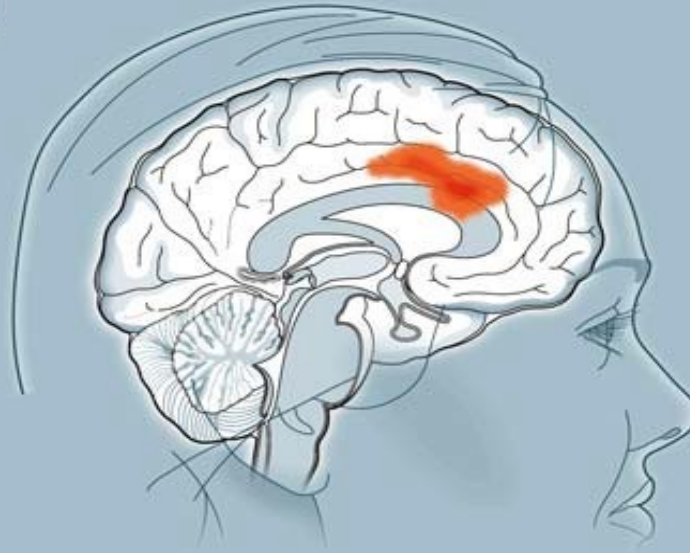




Social Pain

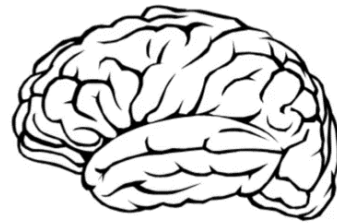


Physical Pain



5

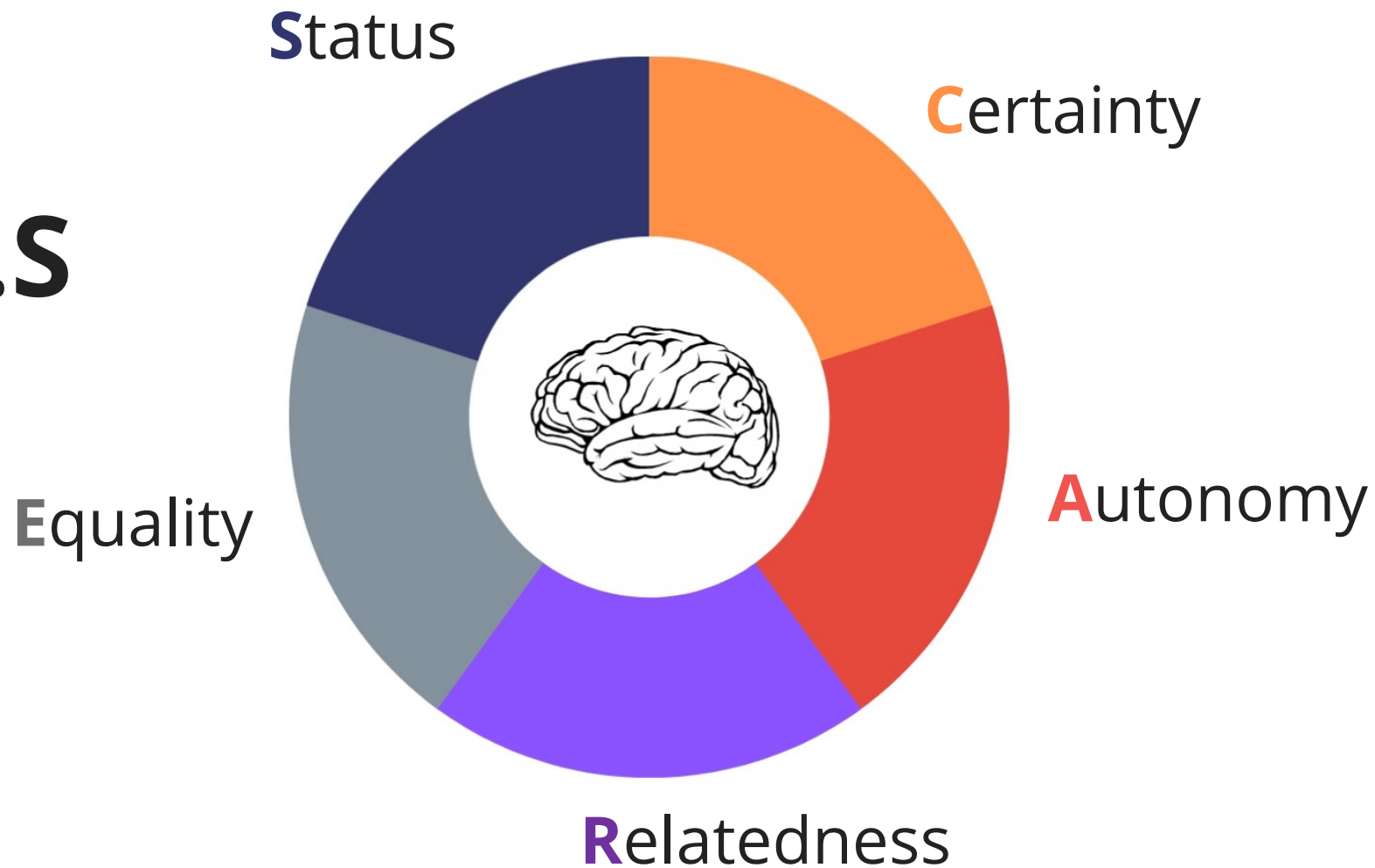
# Social Threat Areas



**S.C.A.R.E**



# C.A.R.E.S





**CERTAINTY**





**Do I have  
CLARITY?**





# CERTAINTY

- Loyal
- Follow through
- Policies + procedure
- Resistant to new thinking

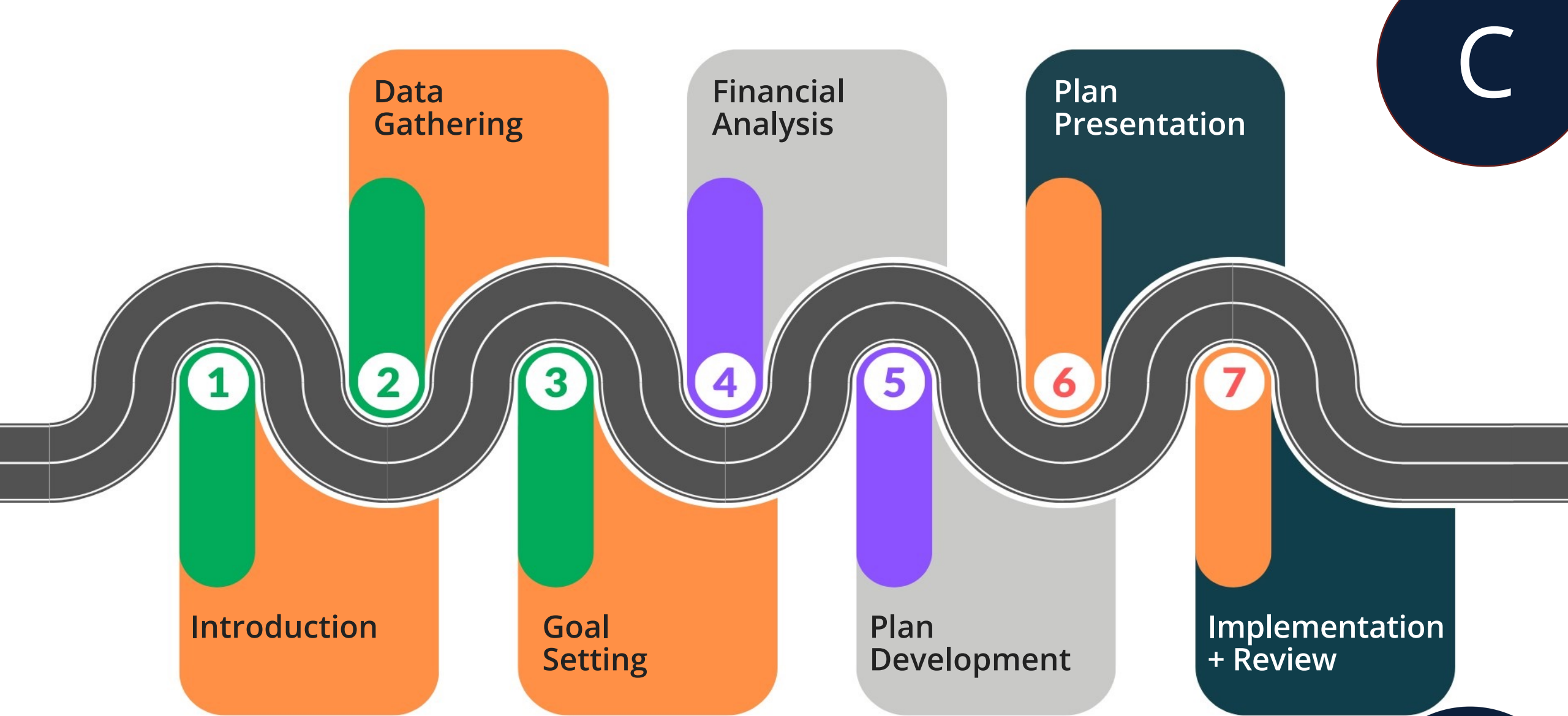


- Lack of information or unreliability
- Unpredictable behaviours



## THREAT TRIGGERS: CERTAINTY









## Support **CERTAINTY**

- Allow for questions
- Clear details
- Allow to take notes
- No need for rushed decisions

C

A

Autonomy

FAQQ  
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Do I have  
a choice?





- Micro-managing
- Dictating detail processes
- Excluding from shaping plans

## THREAT TRIGGERS: AUTONOMY

A

# AUTONOMY

- High-level initiative
- Need for control
- Delivers objectives with little oversight

# SUPPORTING AUTONOMY

- Set the overall direction
- Allow discretion
- Share where there is choice



S

Would it suit you if we ...



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A

**Relatedness**

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A

Do I  
BELONG?

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## RELATEDNESS

- Use WE language
- Show loyalty to those not present
- Regular connect sessions





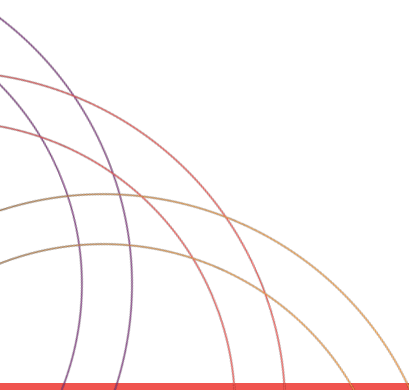
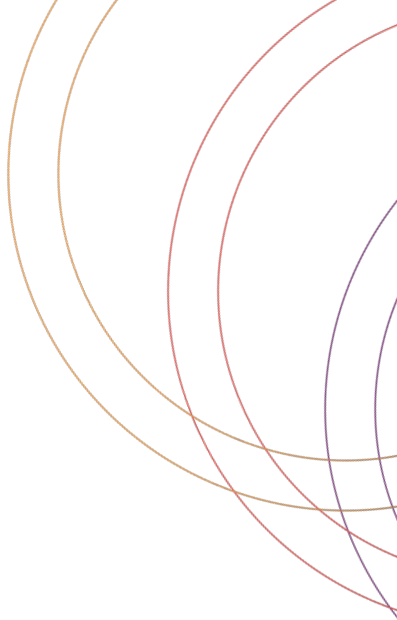


- **Us vs Them**
- **Conflict will unsettle them**
- **Dropping connection points will concern them**



## THREAT TRIGGERS : RELATEDNESS

We...





EQUALITY

E





Is this  
**FAIR?**



E

## EQUALITY

- Champions of justice
- Empathic
- Like for everyone's voice to be heard

## EQUALITY TRIGGERS

- Lack of transparency
- Perceived favouritism



**STATUS**

S



Do I matter  
in the eyes  
of others ?

E



S



## STATUS

- Competitive
- Good networker
- Can overperform to impress



S

Would it be ok if you walk me through...



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A close-up photograph of a wooden chess king piece standing on a chessboard. The piece is made of dark wood and has a tiered, cylindrical body with a rounded top. The chessboard is in the foreground, and the background is blurred, showing other pieces and a person's face. A blue speech bubble is overlaid on the left side of the image, containing the text "Help with STATUS gain".

**Help with  
STATUS gain**

# Reflect

- What sparked your interest?
- Did you hear one that sounded more like you?
- Could you see some client or team member behaviours aligned to the five areas?

Why do you enjoy what you do?

Why do you care?



# The Science of Influence and Meaningful Connection

- The science of High-Quality Connection
- Positive Influence
- Influencing Psychological Safety
- Why you do what you do ?

# Q&A

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**Thank you for  
attending this  
session**

**FQQQ**  
**CONGRESS**  
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