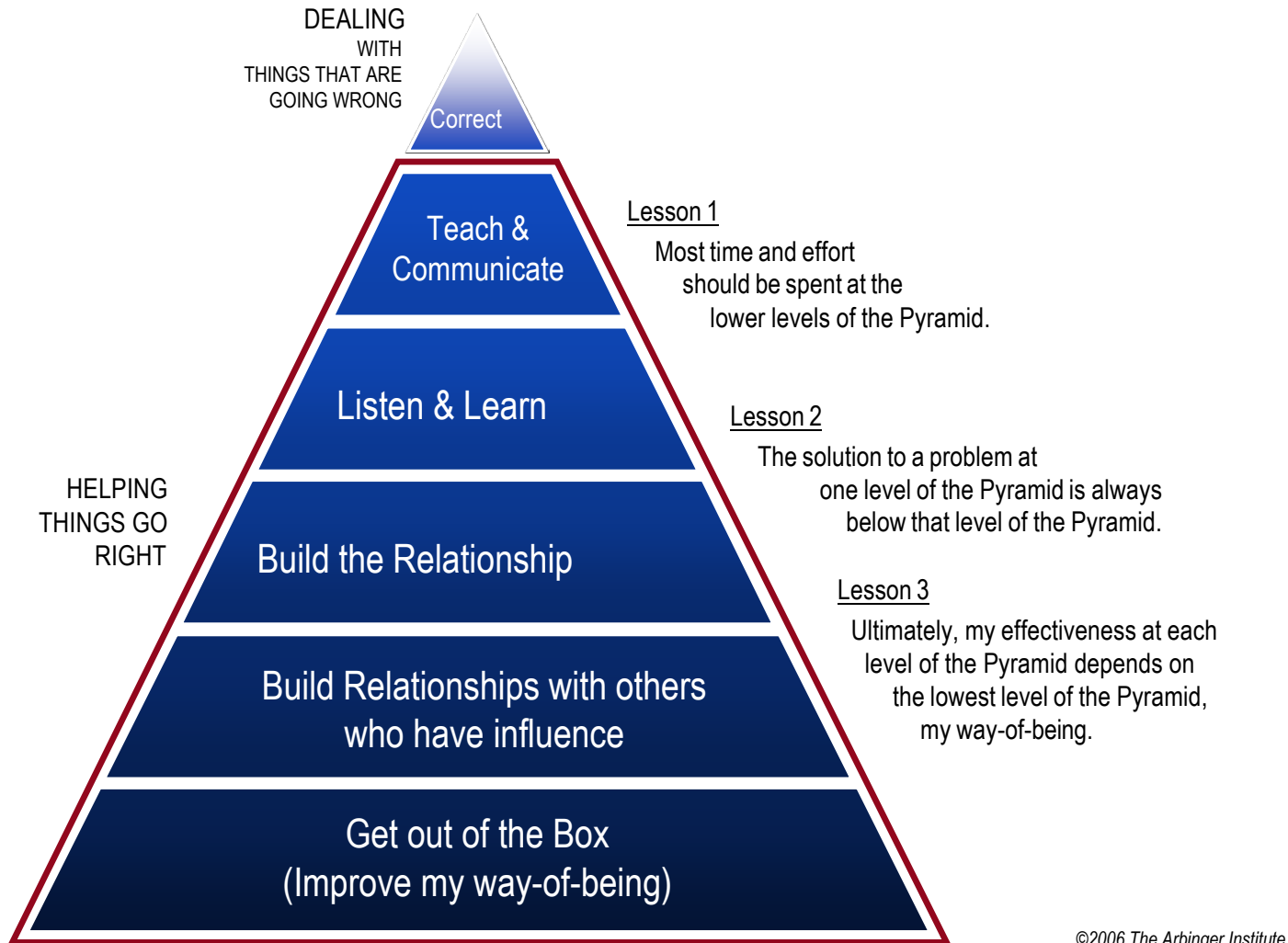


ARBINGER Pyramid of Influence™



Walking Through the Levels of the Influence Pyramid

To work with the pyramid in the situation that you are considering, begin at the bottom level of the pyramid. This process takes time and care.

- Level 1: At the bottom of the pyramid: Be out-of-the-box; have a heart at peace. Establish yourself here. As you move up the pyramid, whenever your heart begins to slip from peace, return here and revitalize your heart at peace. See others as people that matter.
- Level 2: Going up the pyramid who are the people who can have a positive influence on this situation and help you to help things go right?
 - Who can help you understand the situation? Listen. Learn.
 - What information that you studied can help? Refresh your understandings.
- Level 3: Name the person or people you are trying to help – also think about people directly affected by this person’s change.
 - For the person you are helping, how committed are you to bring out their best?
 - Do you know what burdens they carry? What keeps them up at night?
 - Who are the people that make up the constellation of their life? Are you at peace with each of them? Or is there judgment?
 - Establish yourself with a heart at peace with each person.
 - How would you build relationship and trust with each person? – How would you be trustworthy?
 - What are the out-of-the-box places for the person you are helping? – If you are going to help them shift, do you know these places? Consider how you could enliven these places, so their heart opens to see.
- Level 4: Listening and learning: are you listening to who they are – not to judge, not to fix, but to listen to what they say, to hear what matters to them, to be curious.
 - Until safety is built, you haven’t earned the right to move up the pyramid.
 - How does the person think? What are their worries about this situation?
 - How might they see the situation? What thoughts lead them to approach this situation in this way? Be curious and understand their perspective – not to collude or fix, but to hear.
 - Building the first 4 levels of the pyramid is crucial; take the time needed. It is only when we have done the work on these first levels that we have the right to move to level five.
- Level 5: Teach and Communicate
 - This level is not about fixing, but about helping them for their sake.
 - Can you inspire their learning? Their responses? Their heart at peace?
 - How can you share what have you learned - your story?
- Level 6: If correction is necessary, it now becomes helping things go right from an out-of-the-box place.
 - All judgment and fixing has fallen away.
 - Even hard things can be said out-of-the-box. How can you be firm and invite their heart at peace and their growth?