









Influencing with Emotion

	Objective: To develop the ability to use emotions to influence others.
	Time Requirements: a. Preparation: 5 minutes b. Activity: 10-15 minutes
	Items: a. Influencing with Emotion Handout
	Learning Outcomes: a. Enhanced ability to listen empathetically, to identify emotions expressed by another (EI Subskill 3: Understanding Others' Emotions) b. Enhanced ability to respond with empathy, to phrase appeals or influence using emotion (EI Subskill 4: Using Emotions; Managing Others' Emotions)
	Key Learning Point: Appealing to others' emotions is an effective way of influencing others.
Self-Disclosure: **	
Difficulty: Intermediate-Advanced	

Instructions

- To start this activity, ask participants to recall individuals whom they consider to be charismatic. Participants may consider certain leaders, for instance, and the qualities that make them inspirational, magnetic personalities. Then, ask them if they realize that much of these leaders' appeal is due to their ability to influence the emotions of those around them.
- Ask participants to form pairs for this activity. Randomly assign participants to either number "1" or "2". Tell all participants numbered "2" that their task is to persuade person "1" to do something for them. This may include asking them for a small favour, or convincing them to buy something. Provide the Influencing with Emotion Handout to all participants numbered "2" and tell them not to show their handouts to their interaction partner.
- Allow at least 10 minutes for this exercise. It may take a while for the interacting pairs to come to a conclusion, and at times, no agreement between the parties can be achieved. Use the reflection questions below to stimulate discussion on why the appeals worked, or didn't work.

	Reflection Questions: a. Were you successful in your appeal? Why do you think your appeal led to agreement/refusal from your activity partner?
	Further Reading and References: a. Bono, J. E., & Ilies, R. (2006). Charisma, positive emotions and mood contagion. <i>The Leadership Quarterly</i> , 17(4), 317-334. doi:10.1016/j.leaqua.2006.04.008 b. Erez, A., Misangyi, V. F., Johnson, D. E., LePine, M. A., & Halverson, K. C. (2008). Stirring the hearts of followers: Charismatic leadership as the transferal of affect. <i>Journal of Applied Psychology</i> , 93(3), 602. doi: 10.1037/0021-9010.93.3.602
	Note: a. You can briefly state that emotional appeals can also be used to achieve less desirable outcomes. Ask participants to think of charismatic, but ultimately destructive leaders.