The ART of INFLUENCING as an Embedded Quality Practitioner

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You’d like to more effectively reach your colleagues and internal customers, impressing upon them the value of the quality. But that doesn’t always happen. It takes some savvy, some awareness, and a bit of patience.

An approach called the Collaborative Influencing Process can help you connect to your organization more quickly and intuitively lead them to buying in to small commitments around assurance activities. Katie Snapp will share this process so that you can more skillfully listen to your customers and lead them to work with you, without you feeling like you must talk them into anything. This results in them seeing the value of QMS activities like self-assessments and lessons learned roundtables and how those practices can prevent problems for them.

The interpersonal skill of influencing is critical for any quality practitioner. It helps them assert themselves into a situation without being overbearing, and it aids the organization in engaging the quality professionals as a utilized resource. The Collaborative Influencing Process consists of Connect, Discover, Propose, Support and uses the subtleties of change management strategies in an everyday interface with others.