

There are various leverage points leaders can use to inspire and influence people when trying to change their behaviors. One of them is skill. When people don't have the skills they need, leaders can make sure they get them. Another leverage point is recognition. Many times, when people see other people being recognized, it inspires them to move their behaviors to be more in line with the group receiving recognition.

Other people won't adjust their behaviors unless there are consequences for not doing so. For them, consequences serve as a leverage point. Another leverage point is money. People will often move their behaviors if the organization's incentive plan leads them to do so.

Still, there is one leverage point that trumps all the others, and it is at the top of the chart below: values. Simply put, people don't want to go against their values. Show values-driven people a better way of doing something and present the evidence that it gets results, and their values will force them to do it.

Leverage Points in an Organization

Values
Skill
Recognition
Consequences
Money