

1. Record Nr.	UNINA9910330153103321
Autore	Association des francoromanistes allemands
Titolo	Normes et hybridation linguistiques en francophonie : actes de la section 6 du congrès de l'Association des francoromanistes allemands, Augsbourg, 24-26 septembre 2008 / [sous la coordination de] Bernhard Pöll & Elmar Schafroth
Pubbl/distr/stampa	Paris : l'Harmattan, 2009
ISBN	978-2-296-10867-7
Descrizione fisica	272 p. ; 22 cm
Collana	Espaces discursifs
Disciplina	447.9
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2. Record Nr.	UNINA9910781469703321
Autore	Green Charles H. <1950->
Titolo	The trusted advisor fieldbook [[electronic resource]] : a comprehensive toolkit for leading with trust / / Charles H. Green, and Andrea P. Howe
Pubbl/distr/stampa	Hoboken, N.J., : Wiley, c2012
ISBN	1-118-16364-8 1-283-33248-5 9786613332486 1-118-16366-4 1-118-16365-6
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Descrizione fisica	1 online resource (290 p.)
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Altri autori (Persone)	HoweAndrea P
Disciplina	658.4/092
Soggetti	Business ethics Trust Leadership - Psychological aspects Interpersonal relations
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Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	The Trusted Advisor Fieldbook : A Comprehensive Toolkit for Leading with Trust; contents; introduction; Why a Fieldbook; Who Should Read this Book; How to Use this Book; Where to Begin; Part I A Trust Primer; Chapter 1 Fundamental Truths; Trust Requires Trusting and Being Trusted; Trust Is Personal; Trust Is about Relationships; Trust Is Created in Interactions; There Is No Trust without Risk; Trust Is Paradoxical; Listening Drives Trust and Influence; Trust Does Not Take Time; Trust Is Strong and Durable, Not Fragile; You Get What You Give; Chapter 2 Fundamental Attitudes Principles over Processes You Are More Connected than You Think; It's Not about You; Curiosity Trumps Knowing; Time Works for You; Chapter 3 The Dynamics of influence; Earning the Right to Be Right: Three Steps; A Five-Point Checklist for Influencing Meetings; Chapter 4 Three Trust Models; The Trust Equation; The Trust Creation Process; The Trust Principles; Chapter 5 Five Trust Skills; Listen; Partner; Improvise; Risk; Know Yourself; Part II Developing your Trust Skill Set;

Chapter 6 listen; The Listening Differentiator: Empathy; Four Barriers to Paying Attention; Three-Level Listening
Seven Listening Best Practices Your Everyday Empathy Workout: Low Weights, High Reps; Chapter 7 Partner; Partnering Traits; Ten Common Partnering Barriers; Self-Assessment: Are You Primed for Partnership?; Specific Ways to Build Your Partnering Muscle; Chapter 8 improvise; The Science behind Moments of Truth; How Moments of Truth Become Moments of Mastery; The Practice of Improvisation; Role-Play Your Way to Mastery; Chapter 9 Risk; The Relationship between Trust and Risk; Six Ways to Practice Risk-Taking; The Three-Question Transparency Test; A Tool for Truth-Telling: Name It and Claim It
The Power of Caveats Chapter 10 Know yourself; How Blind Spots Impede Trust-Building; Three Approaches to Expand Your Self-Knowledge; How to Use Self-Knowledge to Increase Trust; Part III Developing Business with Trust; Chapter 11 Trust-Based Marketing and Business Development; Focus on Your Customer; Collaborate to Drive New Business; Focus on Relationships, Not Transactions; Be Transparent with Prospects and Clients; Chapter 12 Trust-Based networking; Ten Best Practices for Trust-Based Networking; Technology and Trust-Based Networking; Chapter 13 Delivering the Pitch Sometimes the Best Pitch Is No Pitch Don't Skip the Prepitch Warm-Up; Make It Interactive; Have a Point of View; Take the Preoccupation Out of Price; With PowerPoint, Less Is More; Stop Selling Your Qualifications; Do Not Denigrate the Competition; Be Willing to Ditch the Pitch; Chapter 14 handling objections; The Problem: How You Think about Objections; The Antidote: Change Your Thinking; Three Ways to Improve the Quality of Your Conversations; Chapter 15 Talking Price; The Price Isn't the Problem; When to Talk Price; How to Address Price Concerns
The Three Primary Drivers of Price Concerns

Sommario/riassunto

A practical guide to being a trusted advisor for leaders in any industry. In this hands-on successor to the popular book *The Trusted Advisor*, you'll find answers to pervasive questions about trust and leadership—such as how to develop business with trust, nurture trust-based relationships, build and run a trustworthy organization, and develop your trust skill set. This pragmatic workbook delivers everyday tools, exercises, resources, and actionable to-do lists for the wide range of situations a trusted advisor inevitably encounters. The authors speak in concrete terms about how
