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Nota di contenuto	<p>""TITLE""; ""COPYRIGHT""; ""ABOUT THE AUTHOR""; ""CONTENTS""; ""INTRODUCTION""; ""PART I Influencea€? Getting What You Want""; ""INFLUENCEa€? GETTING WHAT YOU WANT""; ""What Influences You?""; ""Influence Factors Checklist""; ""A NEW DEFINITION OF INFLUENCE""; ""What Influence Isna€?t""; ""WHAT INFLUENCE MEANS TO YOU""; ""DOVETAILINGa€? YOUR WIN-WIN STRATEGY""; ""INFLUENCE""; ""MANIPULATION""; ""Getting Tuned In""; ""There Are No Shortcuts""; ""CREATING A PERSONAL INFLUENCE ACTION PLAN""; ""A FIVE-STEP PLAN""; ""PART II Influencing in an Age of Change""; ""INFLUENCING IN AN AGE OF CHANGE""</p> <p>""Meeting the Challenge of an Age of Change""""COMPETITION:""; ""The Race Heats Up""; ""TECHNOLOGY:""; ""The Danger Of Depersonalization""; ""INFORMATION:""; ""Getting What You Need""; ""WORKER VALUES:""; ""New Management Norms Required""; ""INNOVATION:""; ""Wea€?re All Expected to be More Creative""; ""ORGANIZATIONAL STRUCTURE:""; ""Changing the Way Things Work""; ""OLD HIERARCHICAL STRUCTURES""; ""NEW INFLUENCE STRUCTURES""; ""CAUGHT IN THE MIDDLE""; ""PLAYING IT BY EAR""; ""GETTING AHEAD IN THE AGE OF CHANGE""; ""YOUR OWN ORGANIZATION""; ""PART III How to Influence Anybody""</p> <p>""THE FORMULA FOR SUCCESS""""</p>

INFLUENCE=ATTENTIVENESS+FLEXIBILITY""; ""Learning How Best to Apply Influence Skills""; ""LIKE LIKES LIKE""; ""PART IV The Art of Listening: The Underrated a€œPower Toola€?""; ""WHY LISTENING IS SO DIFFICULT""; ""Why?""; ""Distractions""; ""Lack of Training""; ""Filtering""; ""Self-Absorption""; ""LISTENING TO INFLUENCE""; ""1. Listening without Judging""; ""2. Developing a Genuine Interest in Others""; ""3. Learning to Ask Good Questions""; ""4. Developing the Art of Helping with Silence""; ""5. Developing a Desire to Accommodate""; ""Accommodation Quick-Check""
""6. Practice Makes Perfect""""OPEN LISTENING""; ""ACTIVE LISTENING""; ""REFLECTING FEELINGS""; ""OPEN-ENDED QUESTIONING""; ""BLOCK-BUSTING QUESTIONS""; ""COMPARATORS: PRECISION QUESTIONS""; ""Qualifying Comparators""; ""UNIVERSALS""; ""PART V Refined Listening""; ""FINE-TUNING YOUR RADAR""; ""THE CONTEXT""; ""The External Environment""; ""The Internal Environment""; ""THE SIX Rs""; ""1. Relationship""; ""2. Range""; ""3. Record""; ""4. Reasons""; ""5. Rules""; ""6. Resistance""; ""THE CONTENT""; ""THE MEDIUM""; ""Refined Listening""; ""TUNING IN TO WHATa€?S UNSPOKEN""
""1. Body Posture and Gestures""""2. Skin Color Changes""; ""3. Minute Muscle Changes""; ""4. Lower Lip Changes""; ""5. Breathing Changes""; ""6. Voice Patterns: Tone, Tempo and Volume""; ""REPRESENTATIONAL SYSTEMS""; ""A VISUAL PERSON""; ""AN AUDITORY PERSON""; ""A KINESTHETIC PERSON""; ""A GUSTATORY PERSON""; ""AN OLFACTORY PERSON""; ""PART VI The Magic of Rapport""; ""SETTING THE STAGE FOR GREATER INFLUENCE""; ""RAPPORT""; ""ENTRAINMENT""; ""ENTRAINMENT AND THE RHYTHM OF RAPPORT""; ""ENTRAINMENT AS RAPPORTa€? THE HEARTBEAT OF INFLUENCE""; ""Breaking Rapport""; ""Matching Breathing""
""Matching Voice""
