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Collana	50-Minute series
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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""      ""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""      ""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""

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