

1. Record Nr.	UNINA9910458112303321
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Titolo	The art of connecting : how to overcome differences, build rapport, and communicate effectively with anyone // Claire Raines and Lara Ewing
Pubbl/distr/stampa	New York : , : American Management Association, , [2006] ©2006
ISBN	1-281-12646-2 9786611126469 0-8144-2963-7
Descrizione fisica	1 recurso en linea (242 páginas)
Disciplina	302.2
Soggetti	Intercultural communication Interpersonal communication Communication in management Electronic books.
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Cover; Title Page; Copyright Page; Table of Contents; Acknowledgments; Introduction; Chapter 1. Masters of Connection; Terry Gross; Richard and Michele Steckel; Hector Orci; The Titanium Rule; The Core Principles; Chapter 1 at a Glance; Chapter 2. The Core Principles; There's Always a Bridge; Curiosity is Key; What you Assume is what you Get; Each Individual is a Culture; No Strings Attached; Chapter 2 at a Glance; Chapter 3. Pathways to Connection; Clarify your Intention; Notice your Own Reactions; Search for Similarities; Use Cues; Experiment and Adjust. Putting It All Together: Lindsey Speaks to the NRAC Chapter 3 at a Glance; Chapter 4. Points of View; Me: First-Person Perspective; You: Second-Person Perspective; Them: Third-Person Perspective; Putting It All Together: A Profile of Nikki Moss; Chapter 4 at a Glance; Chapter 5. Working with Differences in Groups; Opening your Presentation; Reading Cues in Groups; Helping Diverse Groups Connect; Bridging Disagreement in a Group; Putting it all Together: A Conversation with Jonathan Fox; Chapter 5 at a Glance; Chapter 6. Twenty Questions;

Chapter 7. Crossing the Bridge-Three Case Studies.

Lynn and the Line Managers; Joe and the New Kid; Michele and the Data Works; Chapter 8. Learning Activities; Activity 1. Spectrum of Perspectives; Activity 2. Primary and Secondary Aspects of Diversity; Activity 3. Points of View; Activity 4. Case Study: Converging Networks; Activity 5. Clarify your Intention; Activity 6. The Titanium Rule; Activity 7. Preclass Interview; Assessment; Notes; Related Reading; Index; About the Authors.

Sommario/riassunto

In an increasingly diverse workplace, it's more important and challenging than ever to communicate well. We must build bridges that cross our differences to connect our similarities. The Art of Connecting reveals five core principles and presents corresponding, specific strategies for overcoming communications barriers and connecting effectively with anyone, regardless of professional, generational, ethnic, cultural, or other differences.
