

1. Record Nr.	UNINA9910777071303321
Autore	Romero Diana Bonet <1942->
Titolo	The business of listening [[electronic resource] ] : a practical guide to effective listening / / Diana Bonet
Pubbl/distr/stampa	Menlo Park, Calif., : Crisp Learning, c2001
ISBN	1-4175-2421-9
Edizione	[3rd ed.]
Descrizione fisica	1 online resource (110 p.)
Collana	A Fifty-Minute series book
Disciplina	153.6/8
Soggetti	Listening
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 (p. 102).
Nota di contenuto	<p>""Title""; ""Copyright""; ""About the Author""; ""Preface""; ""Contents""; ""PART 1 Why Should You Listen?""; ""Whata€?s in It for You?""; ""Listening-related work activities""; ""Whata€?s in It for Your Organization?""; ""Asleep at the Switch: The Cost of Lazy Listening""; ""The Joy of Small Change""; ""PART 2 Four Key Elements of Good Listening""; ""How to Be a Good Listener""; ""Four Key Elements""; ""Key Element 1: Hear the Message""; ""Listening Is Voluntary""; ""Three Keys to Hearing the Message""; ""Key Element 2: Interpret the Message""; ""Words""; ""Filters""; ""Tone of Voice""</p> <p>""Non-verbal Cues""""Key Element 3: Evaluate the Message""; ""Key Element 4: Respond to the Message""; ""Review Lab For Key Elements 1a €?4""; ""PART 3 Your Listening Style""; ""You Are Unique""; ""The Promoting Style""; ""The Good Stuff:""; ""The Downside:""; ""TIPS FOR BETTER LISTENING:""; ""What Gets a Promotera€?s Attention?""; ""The Supporting Style""; ""The Good Stuff:""; ""The Downside:""; ""TIPS FOR BETTER LISTENING:""; ""What Gets a Supportera€?s Attention?""; ""The Directive Style""; ""The Good Stuff:""; ""The Downside:""; ""TIPS FOR BETTER LISTENING:""</p> <p>""What Gets a Directora€?s Attention?""""The Analytical Style""; ""The Good Stuff:""; ""The Downside:""; ""TIPS FOR BETTER LISTENING:""; ""What Gets an Analyzera€?s Attention?""; ""PART 4 Whata€?s Your Listening Attitude?""; ""A Listening Attitude: Your Key to Success""; ""Barriers to Communication""; ""Bridges to Communication""; ""How Well Do You Listen?""; ""How to Stomp Bad Listening Habits""; ""Catch</p>

yourself in the act"; "Fight the habit"; "Substitute the old habit for a new habit"; "Acknowledge your success"; "Be patient with yourself"; "How to Help Someone Listen to You"

"Behaviors That Help People Listen""PART 5 Ten Tips for Tip-Top Listening"; "Listening Louder"; "Tip 1: Take Notes"; "Tip 2: Listen Now, Report Later"; "Tip 3: Want to Listen"; "Tip 4: Be Present"; "Tip 5: Anticipate Excellence"; "Tip 6: Become a a€œWhole Bodya€? Listener"; "Tip 7: Build Rapport by Pacing the Speaker"; "Tip 8: Control Your Emotional a€œHot-buttonsa€?"; "Tip 9: Control Distractions"; "Tip 10: Listening Is a Gift, Give Generously"; "SUMMARY"; "Points to Remember"; "Part 1: Why Should You Listen?"; "Part 2: How to Be a Good Listener"

"Part 3: Your Listening Style""Part 4: Your Listening Attitudea€?A Barrier or a Bridge?"; "Part 5: Ten Tips for Tip-Top Listening"; "Develop a Personal Action Plan"; "Authora€™s Suggested Answers and Comments"; "The Benefits of Listening"; "What Do You Know About Listening? (page 8)"; "Listening Lab: Hearing the Message (page 18)"; "Vacant Vincent (page 50)"; "Critical Carrie (page 51)"; "Complaint Curtis (page 52)"; "Arlo Active (page 53)"; "Lisette Listener (page 54)"; "Additional Reading"

---