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Formato	Materiale a stampa
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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"""" INFLUENCE=ATTENTIVENESS+FLEXIBILITY""; ""Learning How Best to </p>

Apply Influence Skills"; "LIKE LIKES LIKE"; "PART IV The Art of
Listening: The Underrated Power Tool"; "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 WHAT'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 RAPPORT? THE
HEARTBEAT OF INFLUENCE"; "Breaking Rapport"; "Matching
Breathing"
"Matching Voice"
