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Nota di contenuto	Front Cover; Networking and Sharing Information; Copyright Page; Contents; Workbook introduction; 1. ILM Super Series study links; 2. Links to ILM Qualifications; 3. Links to S/NVQs in Management; 4. Workbook objectives; 5. Activity planner; Session A: Successful briefings and presentations; 1. Introduction; 2. The purpose of briefings and presentations; 3. Which medium?; 4. Selecting information; 5. Planning and preparation; 6. Conducting the briefing or presentation; 7. When it's all over; 8. Changing sides - being a contributor; 9. Summary; Session B: Active listening; 1. Introduction 2. The five senses 3. The communication process; 4. Learning to listen actively; 5. Whole body listening; 6. Hidden messages; 7. Non-verbal communication; 8. Summary; Session C: Building a network; 1. Introduction; 2. What is networking?; 3. What's good about networking?; 4. Types of network; 5. Creating a network; 6. Building rapport; 7. Summary; Performance checks; 1. Quick quiz; 2. Workbook assessment; 3. Work-based assignment; Reflect and review; 1. Reflect and review; 2. Action plan; 3. Extensions; 4. Answers to self-assessment questions; 5. Answers to activities

