1. Record Nr. UNINA9910818383903321 Autore Raines Claire 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 Lingua di pubblicazione Inglese **Formato** Materiale a stampa Livello bibliografico Monografia Note generali Description based upon print version of record. Includes bibliographical references and index. Nota di bibliografia 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 NRAChapter 3 at a Glance: Chapter 4. Points of View: Me: First-Person Perspective: You: Second-Person Perspective; Them: Third-Person Perspective; Putting It

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 ManagersJoe and the New Kid; Michele and the Data Wonks; 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.