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Nota di contenuto	Cover; Title Page; Copyright; Contents; About This Book; Acknowledgments; Part I Exercising Influence; Chapter 1 What We've Got Here Is a Failure to Influence: Dealing with Life 101; The Value of Influence Skills; Chapter 2 What Is Influence, and Why Do We Want to Have It? The Upside and the Downside; Influence and Power; Influence and Leadership; Your Sphere of Influence; Empowerment: Buzzword or Reality?; Benefits and Costs of Exercising Influence; Where Should We Exercise Influence?; Developing and Improving Influence Fitness Chapter 3 A Model for Exercising Influence: Building Relationships and Getting ResultsA Framework for Influence; What Is the Issue?; Chapter 4 Expressive Influence: Sending Ideas and Generating Energy; The Purpose of Expressive Influence; The Expressive Behaviors; Using Expressive Influence at Work; Using Expressive Influence at Home; Using Expressive Influence in Your Community; When to Use Expressive Behaviors; Chapter 5 Receptive Influence: Inviting Ideas and Stimulating Action; The Purpose of Receptive Influence; The Receptive Behaviors; How Receptive Behaviors Work

Using Receptive Influence at Work Using Receptive Influence at Home; Using Receptive Influence in Your Community; When to Use Receptive Behaviors; Chapter 6 Influencing in Action: A World of Possibilities; Responding to Opportunities; Creating Opportunities; Managing Influence Situations; Part II Planning for Influence; Chapter 7 Developing an Influence Plan: Design Thinking for Influence Opportunities; Why Design an Influence Approach?; The Pros and Cons of Planning; Phase One: Mapping the Territory; Phase Two: Charting the Course; Phase Three: Troubleshooting  
Chapter 8 Establishing Influence Objectives: What Will Success Look Like? If You Don't Know Where You're Going; Developing a Challenging Influence Objective; The Value of Persistence; Chapter 9 Focus on the Relationship: Influence Works Both Ways; You, Me, and Us; The Importance of Balance; Studying History versus Being Condemned to Repeat It; Creating Your Influence Future; Chapter 10 Focus on the Context: The Individual; Influence Happens in the Other Person; Understanding Values, Needs, and Aspirations; Working with Personality, Interests, and Preferences; Examining Your Assumptions Difficult People or Difficult Situations? Chapter 11 Focus on the Context: System, Organization, Culture, and Timing; Influencing in an Open System; Organizations, Teams, and Families; Culture Is Context; Timing Is Everything-Almost; Chapter 12 Focus on the Context: Yourself; Wants versus Needs; Strengths and Limitations; Style and Blind Spots; Keeping It Light; Readiness, Reluctance, and Risk; Chapter 13 Focus on the Issues: What's at Stake?; Doing Your Homework; Framing the Issue; Confidence Is Power  
Chapter 14 Choosing and Using Influence Behaviors to Achieve Your Objective: How to Create Your Approach

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Sommario/riassunto

Change minds, guide opinions, and shape emotions with the power of effective influence Exercising Influence is your guide to accomplishing more with less effort. Demystifying the process of influencing others, this book shows you how to develop effective influence behaviors, plan an influence approach, set goals, resolve problems, and build better relationships. Revised and expanded to provide more actionable advice across industries and sectors, this third edition has updated examples and resources and features all-new chapters on influencing through social media, influencing your team, and

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