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Nota di contenuto	Intro -- Title Page -- Copyrights Page -- Table of Contents -- Foreword -- Preface -- 1: A Personal Story -- 2: The Importance of Effective People Skills in Conversation -- How Human Behavior Affects the Environment -- Why Should We Protect the Environment? -- How Good are Natural Resources Professionals at Modifying Human Behavior? -- Examples of People Skills in Action: Lake Davis and Devil's Hole -- Conclusion -- Chapter Summary -- 3: How to Resolve Conflict and Defuse Contentious Situations: Verbal Judo and Other Communication Techniques -- Verbal Judo -- Communication in Crisis Situations -- Dealing With Hecklers - A Common Occurrence for Conservation Professionals -- Conclusion -- Chapter Summary -- 4: How to Persuade People -- Needs of People -- Techniques of Influence

-- Conclusion -- Chapter Summary -- 5: Customer Service and Getting Funded -- Secrets of Customer Service -- Getting Funded -- Conclusion -- Chapter Summary -- 6: How to Negotiate Effectively -- Interest-Based Bargaining -- Two Examples of Real-life Negotiations: The Reserve Mining Company and Snoqualmie Dam -- Conclusion -- Chapter Summary -- 7: How to Manage Yourself -- Time Management -- Organizing Paperwork and Equipment -- Coping With Stress, Depression, or Anxiety -- Conclusion -- Chapter Summary -- 8: How to Effectively Manage Personnel -- How to Hire Good Staff -- How to Manage Staff -- Getting Rid of the Problem Employee -- Working With Your Boss -- Conclusion -- Chapter Summary -- 9: How to Make a Good Impression in the Field -- Tips for Everybody -- Tips for Supervisors -- Conclusion -- Chapter Summary -- 10: Defending Yourself from Dirty Tricks, Machiavellianism, and Other Annoyances -- How to Defend Yourself Against Underhanded Tactics -- What if You Screw Up? -- Machiavelli and The Prince -- Conclusion -- Chapter Summary -- 11: Conclusion -- Notes -- Index. About the Author.

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### Sommario/riassunto

Written in an entertaining, easy-to-read style, *The Conservation Professional's Guide to Working with People* fills a gap in conservation education by offering a practical, how-to guide for working effectively with colleagues, funders, supervisors, and the public. The book explores how natural resource professionals can develop skills and increase their effectiveness using strategies and techniques grounded in social psychology, negotiation, influence, conflict resolution, time management, and a wide range of other fields.

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