

1. Record Nr.	UNINA9911007079803321
Autore	Paul Debra
Titolo	The human touch : personal skills for professional success / / Debra Paul, James Cadle, Phillipa Thomas
Pubbl/distr/stampa	London, : British Computer Society, 2012
ISBN	9781628702552 1628702559 9781780171388 1780171382 9781780171371 1780171374 9781780171395 1780171390
Edizione	[1st edition]
Descrizione fisica	1 online resource (256 p.)
Altri autori (Persone)	CadleJames ThomasPhillipa
Disciplina	650.1 658.4
Soggetti	Business etiquette Success in business
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references.
Nota di contenuto	Copyright; CONTENTS; LIST OF FIGURES AND TABLES; AUTHORS; FOREWORD; ACKNOWLEDGEMENTS; ABBREVIATIONS; 1 THE IMPORTANCE OF PERSONAL SKILLS; INTRODUCTION; THE IMPORTANCE OF PEOPLE; CATEGORISING PEOPLE; THE SENSE OF THE INDIVIDUAL; THE NATURE OF BUSINESS CHANGE WORK; CATEGORIES OF SKILL; THE HUMAN TOUCH; CONCLUSION; REFERENCES AND FURTHER READING; 2 BUILDING RAPPORT AND SUSTAINING RELATIONSHIPS; INTRODUCTION; CONTENTS OF THIS CHAPTER; THE NATURE OF RAPPORT; WHY RAPPORT IS SO IMPORTANT IN WORKING RELATIONSHIPS; THE BUSINESS CONTEXT FOR RAPPORT; THE PSYCHOLOGY OF RAPPORT TECHNIQUES FOR CREATING AND SUSTAINING RAPPORT FACE TO FACE; TECHNIQUES FOR CREATING AND SUSTAINING RAPPORT OVER THE

PHONE; TECHNIQUES FOR CREATING RAPPORT VIA EMAIL; HOW TO DESTROY RAPPORT; CONCLUSION; REFERENCES AND FURTHER READING; 3 TEAM WORKING; INTRODUCTION; CONTENTS OF THIS CHAPTER; GROUPS AND TEAMS; TEAM ROLES; TEAM DEVELOPMENT; MANAGEMENT AND TEAM BUILDING; CONCLUSION; CHAPTER REFERENCES; 4 NEGOTIATION AND CONFLICT; INTRODUCTION; CONTENTS OF THIS CHAPTER; TYPES OF NEGOTIATION SITUATIONS; NEGOTIATION OUTCOMES; THE 'GETTING TO YES' APPROACH; PROCESS FOR SUCCESSFUL NEGOTIATION

MANAGING CONFLICT SITUATIONS CONCLUSION; REFERENCES AND FURTHER READING; 5 LEADERSHIP; INTRODUCTION; CONTENTS OF THIS CHAPTER; WHAT IS LEADERSHIP?; HOW LEADERSHIP DIFFERS FROM MANAGEMENT; THREE KEYS TO EFFECTIVE LEADERSHIP; THEORIES OF LEADERSHIP; LEADERSHIP STYLES; THE MODELS; LATERAL LEADERSHIP; CONCLUSION; REFERENCES AND FURTHER READING; 6 INFLUENCING; INTRODUCTION; CONTENTS OF THIS CHAPTER; INFLUENCE VERSUS POWER; STARTING OUT: DEFINING OUR CIRCLE OF INFLUENCE; INFLUENCING AND THE THREE UNIVERSAL HUMAN GOALS; CIA LDINI'S 'SIX PRINCIPLES OF INFLUENCE'; THE OUTCOME FRAME QUESTIONS: THE GOLDEN KEY TO INFLUENCE INFLUENCING ACCORDING TO SOCIAL PREFERENCE; THE INFLUENCING PROCESS; CONCLUSION; REFERENCES AND FURTHER READING; 7 WRITTEN COMMUNICATION; INTRODUCTION; CONTENTS OF THIS CHAPTER; THE PROS AND CONS OF WRITTEN COMMUNICATION; THE COMMUNICATION PROCESS AND THE BARRIERS TO COMMUNICATION; PLANNING THE WRITTEN COMMUNICATION; TYPES OF WRITTEN COMMUNICATION; A PROCESS FOR WRITTEN COMMUNICATION; THE EMOTIONAL IMPACT OF WRITING; WRITING STYLE; ASSESSING READABILITY: THE 'FOG INDEX'; EMAIL: PERILS AND PITFALLS; WRITING FOR THE WEB; CONCLUSION; FURTHER READING

8 PRESENTATION SKILLS INTRODUCTION; CONTENTS OF THIS CHAPTER; PLANNING THE PRESENTATION; DEVELOPING THE PRESENTATION; SPEAKER'S NOTES; PRESENTATION AIDS; DELIVERING THE PRESENTATION; THE TEAM PRESENTATION; CONCLUSION; FURTHER READING; 9 COMMERCIAL AWARENESS; INTRODUCTION; CONTENTS OF THIS CHAPTER; WHAT IS COMMERCIAL AWARENESS?; MAKING SENSE OF THE ECONOMIC ENVIRONMENT AND THE MARKET; MAKING SENSE OF THE ORGANISATION; APPRECIATING CULTURE; FINANCIAL LITERACY; CONCLUSION; REFERENCES AND FURTHER READING; 10 COACHING; INTRODUCTION; CONTENTS OF THIS CHAPTER; WHAT IS COACHING? DISTINGUISHING BETWEEN COACHING, MENTORING, COUNSELLING AND TRAINING

---

#### Sommario/riassunto

Strong interpersonal skills are a fundamental requirement in all work environments. This book provides expert guidance for IT and other professionals on key skills including: building rapport; team working; leadership; negotiation; written communication; managing conflict; presentation skills; coaching and mentoring; problem solving.

---