Index 263

Observation(s), 59, 131-32, 235	Pleasure, power and, 212
Offices, meetings in, 86-88	Podiums, 181
One-on-one encounters, 119-41. See also	Politics, audience and, 148
Bosses, question-and-answer period	Pompous speakers, 28
with; Hosts; Visitors	Power
checklist for, 140-41	of followers, 230-31
closure of, 119, 138-41	of leaders, 223-24
communications strategy for, 49—52	meeting location and, 86-88
Openers for, 119-26	as motive, 16—17
special issues in, 119, 132-38	of other people, 9
substance of, 119, 126-32	of participants, 245
Openings of meetings, 246, 251	question-and-answer period and, 189,
Openings of speeches, 164-68	
Openness of speakers, 27	192, 194-95, 201
	sharing of, 127-29
Opposers, 229-30, 232	sitting and, 123-24
Opposition figures, 206	of speakers, 192, 194-95, 205
Oral presentations, 102-3	Practicality, of meeting goals, 79
Oral speeches, 154-58	"Pre-meetings," 80
Order of presentation, 97, 99-100, 103-9	Preparation
Outlines, 159-64	for meetings, 78-80
D 01 02 155 104	of participants, 243—44
Pace, 31-33, 175, 184	for question-and-answer period, 193-96
Parents, 5-6	for question-and-answer period with
Participants. See also Audience meeting be-	bosses, 213-14
havior of, 233	Presentations, 102-3, 142-87. See also
personal skills for, 243-45	Speeches
reluctant, 241-42	audience feelings and, 142-44
Participation, increasing, 241, 251	checklist for, 109
Passion, hostility and, 205	designing of, 96-118, 150-54
Passivity, 32, 36, 143, 222-23	leave-behinds and, 112-14
Patronizing speakers, 29	logic of, 97, 99-100, 103, 108
Peers. See also Co-workers power sharing	order of, 104-9
and, 128-29	planning of, 145-50
Pei, I. M., 257	Priorities of secretaries, 93
Performance, 155, 191	Prior relationships, meetings and, 225
Performance reviews, 215, 217	Privacy, answering questions and, 190
Personal attacks, 209, 219-20	Probable Expectations, Fore-Thought and,
Personal interest of audience, 148	57-58, 68-75
Personalities. See <i>also</i> Work personalities	Problem-solving strategy, 50-52, 65
at meetings, 228-32	Process, speech content and, 171
Personalized power, 16, 17	Professional level of audience, 145-46
Personalizing speeches, 173-74	Profiles, audience, 145-47
Personal skills, 240-45	Public image, 12-13
Personal space, 85-86	Put Upon audience, 143
Personal style, 2	
going against, 19-20	Questions (questioning: question-and-answer
of speaker, 26-27	period), 91, 109, 188-221
of speeches, 175-81	answering, basic principles of, 188-96.
Personnel for meetings, 249	See also Techniques, for answering
Person-to-person approach. Sec also One-	questions
on-one encounters	audience and, 169, 170, 191-211
to appointment making, 92-93	with bosses, 211-21
Physical arrangements, 249	disagreement and, 239