# Chapter 5: Exercising Ethical Influence

1. How much of your job is devoted to influencing others?
2. How do you respond when you find yourself in a powerless position?
3. What are the outcomes of playing negative politics? Of participating in positive politics?
4. How does an organization act as a “stage?” How does this realization change how you act?
5. Which influence tactics (or impression management strategies) are most effective in gaining your compliance? Why?
6. What elements do you consider when choosing an influence strategy? How much consideration do you give to the ethics of your choice?
7. Which impression management tactics do students use with instructors? How would you rate their effectiveness? What ethical issues do they raise?
8. As customers, what should be our response to emotional laborers?
9. Is it ethical to communicate high expectations to those you believe to be low performers?