

GLOSSARY

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GLOSSARY

Active Influence	Power to influence with words or design.
Coercive Power	Authority to punish others for poor work production.
Community	Group of people with common interests.
Community Equity	Net credibility with a majority of the special interest groups within a jurisdiction.
Credibility	Quality of being believed or trusted.
Expert Power	Authority given to a department head with special abilities or skills.
Influence	Power to affect something or someone based on prestige, ability, or position.
Legitimate Power	Authority a department head has by virtue of his/her position in the organization.
Negotiation	Act of discussion to attempt to reach a mutual agreement or desired result.
Passive Influence	Power to influence by actions or lifestyle.
Political Equity	Net credibility with a particular interest group.
Politics	Art of building and using influence to achieve an individual or group public policy goal.
Power	Ability to influence people's behavior and get them to act in a certain way.
Public Policy	Set of laws, standards, policies, and procedures which direct the actions of public officials and employees.
Referent Power	Power given when employees respect the department head for their leadership, administration, and loyalty.
Reward Power	Authority to give or reduce tangible rewards to subordinates.
Strategic Change	Changes in the content of an organization's strategy as defined by its scope, resource deployments, competitive advantages, and synergy.