

Communicating For Results 10th Edition

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Communicating in Groups: Applications and Skills - Katherine Adams 2011-03-21

Communicating in Groups offers a concise, step-by-step introduction to the theory and practice of small group communication and teaches students to develop and apply critical thinking skills in group problem-solving situations. The book continues to synthesize current small group theory and research while presenting the material in a practical and accessible manner for students interested in the dynamics of small group communication. The eighth edition marks the first time two central chapters on communication are integrated into one chapter, capturing key principles of both verbal and non-verbal small group behavior within a new definition of communication. With the firm belief that group participation can be an uplifting, energizing experience, authors Kathy Adams and Gloria Galanes give students the tools they will need to achieve this outcome. Research and theory are presented with a focus on what is important to students—understanding their group experiences and making them effective communicators.

Project Management - Harold Kerzner 2009-04-03

The landmark project management reference, now in a new edition Now in a Tenth Edition, this industry-leading project management "bible" aligns its streamlined approach to the latest release of the Project Management Institute's Project Management Body of Knowledge (PMI®'s PMBOK® Guide), the new mandatory source of training for the Project Management Professional (PMP®) Certification Exam. This outstanding edition gives students and professionals a profound understanding of project management with insights from one of the best-known and respected authorities on the subject. From the intricate framework of organizational behavior and structure that can determine project success to the planning, scheduling, and controlling processes vital to effective project management, the new edition thoroughly covers every key component of the subject. This Tenth Edition features: New sections on scope changes, exiting a project, collective belief, and managing virtual teams More than twenty-five case studies, including a new case on the Iridium Project covering all aspects of project management 400 discussion questions More than 125 multiple-choice questions (PMI, PMBOK, PMP, and Project Management Professional are registered marks of the Project Management Institute, Inc.)

The Art of Action - Stephen Bungay 2011-02-16

What do you want me to do? This question is the enduring management issue, a perennial problem that Stephen Bungay shows has an old solution that is counter-intuitive and yet common sense. The Art of Action is a thought-provoking and fresh look at how managers can turn planning into execution, and execution into results. Drawing on his experience as a consultant, senior manager and a highly respected military historian, Stephen Bungay takes a close look at the nineteenth-century Prussian Army, which built its agility on the initiative of its highly empowered junior officers, to show business leaders how they can build more effective, productive organizations. Based on a theoretical framework which has been tested in practice over 150 years, Bungay shows how the approach known as 'mission command' has been applied in businesses as diverse as pharmaceuticals and F1 racing today. The Art of Action is scholarly but engaging, rigorous but pragmatic, and shows how common sense can sometimes be surprising.

Business Communication for Success - Scott McLean 2010

The Handbook of Communication Skills - Owen Hargie 2018-07-16

The Handbook of Communication Skills is recognised as one of the core texts in the field of communication, offering a state-of-the-art overview of this rapidly evolving field of study. This comprehensively revised and updated fourth edition arrives at a time when the realm of interpersonal communication has attracted immense attention. Recent research showing the potency of communication skills for success in many walks of life has stimulated considerable interest in this area, both from academic researchers, and from practitioners whose day-to-day work is

so dependent on effective social skills. Covering topics such as non-verbal behaviour, listening, negotiation and persuasion, the book situates communication in a range of different contexts, from interacting in groups to the counselling interview. Based on the core tenet that interpersonal communication can be conceptualised as a form of skilled activity, and including new chapters on cognitive behavioural therapy and coaching and mentoring, this new edition also places communication in context with advances in digital technology. The Handbook of Communication Skills represents the most significant single contribution to the literature in this domain. Providing a rich mine of information for the neophyte and practising professional, it is perfect for use in a variety of contexts, from theoretical mainstream communication modules on degree programmes to vocational courses in health, business and education. With contributions from an internationally renowned range of scholars, this is the definitive text for students, researchers and professionals alike.

Communication - William J. Seiler 2013-02-04

Emphasizes the connections between communication and our daily lives Communication: Making Connections, a top-selling hybrid text, is unique in its integrated "Making Connections" theme and emphasis on technology. While introducing the basic principles of public speaking, interpersonal communication and group communication, the text stresses communication competence by constantly applying a solid theoretical foundation through everyday and relevant communication examples, thought-provoking questions, and boxed features.

MyCommunicationLab is an integral part of the Seiler program. Key learning applications include MediaShare, an eText, and a study plan. A better teaching and learning experience This program will provide a better teaching and learning experience—for you and your students. Here's how: Personalize Learning- MyCommunicationLab is online learning. MyCommunicationLab engages students through personalized learning and helps instructors from course preparation to delivery and assessment Improve Critical Thinking- Chapter summaries are organized by learning objectives to help students focus on what they need to learn in each chapter. Engage Students-New examples and an increased emphasis on technology are relevant to today's students in a variety of ways. Support Instructors- A full set of supplements, including MyCommunicationLab, provides instructors with all the resources and support they need. NOTE: MyCommunicationLab does not come automatically packaged with this text. To purchase

MyCommunicationLab, please visit www.mycommunicationlab.com or you can purchase a ValuePack of the text + MyCommunicationLab : ValuePack ISBN-10: 0205943675 / ValuePack ISBN-13: 9780205943678

Communication Between Cultures - Larry A. Samovar 2016-01-01

Packed with current research and examples, bestselling COMMUNICATION BETWEEN CULTURES, 9E equips readers with a deep understanding and appreciation of different cultures while helping them develop practical communication skills. Part I introduces the study of communication and culture; Part II focuses on the ability of culture to shape and modify our view of reality; Part III puts the theory of intercultural communication into practice; and Part IV converts knowledge into action. This is the only text to consistently emphasize religion and history as key variables in intercultural communication. Compelling examples help readers examine their own assumptions, perceptions, and cultural biases--so they can understand the subtle and profound ways culture affects communication. The ninth edition offers expanded discussions of the impact of globalization, a new chapter on intercultural communication competence, and more coverage of new technology. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Communicating for Results: A Guide for Business and the Professions - Cheryl Hamilton 2015-07-06

Completely up to date with the latest research and developments from

the field, best-selling *COMMUNICATING FOR RESULTS: A GUIDE FOR BUSINESS AND THE PROFESSIONS*, 11th Edition, explains the basic concepts and techniques needed to successfully communicate in today's business world. Professors Hamilton and Kroll provide succinct yet thorough coverage of every aspect of the communication process -- organizational communication, obstacles to effective organizational communication, conflict resolution, how technology affects communication, group and team communication, effective business presentations, improved use of social media, and more. *Polishing Your Career Skills* features provide diagnostic tools to help readers pinpoint and sharpen their own weaknesses, while real-world cases illustrate how chapter concepts apply to real life. With *COMMUNICATING FOR RESULTS*, students gain a competitive edge in interviews, presentations, future leadership roles, and more. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Business Communication: In Person, In Print, Online - Amy Newman 2013-12-31

BUSINESS COMMUNICATION: IN PERSON, IN PRINT, ONLINE, 9E offers a realistic approach to communication in today's organizations. The text covers the most important business communication concepts in detail and thoroughly integrates coverage of today's social media and other communication technologies. Building on core written and oral communication skills, the ninth edition helps readers make sound medium choices and provides guidelines and examples for the many ways people communicate at work. Readers learn how to create PowerPoint decks, use instant messaging and texting effectively at work, engage customers using social media, lead web meetings and conference calls, and more. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Skilled Interpersonal Communication - Owen Hargie 2016-10-04

There is a fundamental, powerful, and universal desire amongst humans to interact with others. People have a deep-seated need to communicate, and the greater their ability in this regard the more satisfying and rewarding their lives will be. The contribution of skilled interpersonal communication to success in both personal and professional contexts is now widely recognised and extensively researched. As such, knowledge of various types of skills, and of their effects in social interaction, is crucial for effective interpersonal functioning. Previous editions have established *Skilled Interpersonal Communication* as the foremost textbook on communication. This thoroughly revised and expanded 6th edition builds on this success to provide a comprehensive and up-to-date review of the current research, theory and practice in this popular field of study. The first two chapters introduce the reader to the nature of skilled interpersonal communication and review the main theoretical perspectives. Subsequent chapters provide detailed accounts of the fourteen main skill areas, namely: nonverbal communication; reinforcement; questioning; reflecting; listening; explaining; self-disclosure; set induction; closure; assertiveness; influencing; negotiating; and interacting in, and leading, group discussions. Written by one of the foremost international experts in the field and founded solidly in research, this book provides a key reference for the study of interpersonal communication. This theoretically informed yet practically oriented text will be of interest both to students of interpersonal communication in general, and to qualified personnel and trainees in many fields.

Communicating for Results: A Guide for Business and the Professions - Cheryl Hamilton 2010-02-16

This best-selling text introduces students to the basic concepts and techniques needed to successfully communicate in today's business world, regardless of their business experience. Covering every aspect of the communication process, from organizational theory to culturally-aware interpersonal communication obstacles and strategies for critical listening, this text will give students a competitive edge in any business situation, from the interview to making skilled presentations to assuming a leadership role. In addition, *COMMUNICATING FOR RESULTS: A GUIDE FOR BUSINESS AND THE PROFESSIONS*, 9e, offers students the chance to view online video clips of common professional scenarios and apply the concepts they are learning to the real world. Cheryl Hamilton's extensive knowledge of the field ensures that each scenario is realistic and offers an opportunity for students to see how they can apply communications theory outside the classroom to improve their chances for career success. Important Notice: Media content referenced within the product description or the product text may not be available in the

ebook version.

Communicating for Results: A Guide for Business and the Professions - Cheryl Hamilton 2013-02-01

This best-selling text will show you the basic concepts and techniques you need to successfully communicate in today's business world, regardless of your current level of business experience. Covering every aspect of the communication process, *COMMUNICATING FOR RESULTS: A GUIDE FOR BUSINESS AND THE PROFESSIONS*, Tenth Edition, will give you a competitive edge in any business situation--from the initial interview to making skilled presentations (complete with professional visual aids) to assuming a leadership role. In addition, you'll find online video clips of common professional scenarios paired with the concepts from the text give you a realistic glimpse into the business world. *COMMUNICATING FOR RESULTS: A GUIDE FOR BUSINESS AND THE PROFESSIONS*, Tenth Edition, is your opportunity to see how theory translates into practical action--and how that knowledge will help you improve your chance of career success! Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Dying in America - Institute of Medicine 2015-03-19

For patients and their loved ones, no care decisions are more profound than those made near the end of life. Unfortunately, the experience of dying in the United States is often characterized by fragmented care, inadequate treatment of distressing symptoms, frequent transitions among care settings, and enormous care responsibilities for families. According to this report, the current health care system of rendering more intensive services than are necessary and desired by patients, and the lack of coordination among programs increases risks to patients and creates avoidable burdens on them and their families. *Dying in America* is a study of the current state of health care for persons of all ages who are nearing the end of life. Death is not a strictly medical event. Ideally, health care for those nearing the end of life harmonizes with social, psychological, and spiritual support. All people with advanced illnesses who may be approaching the end of life are entitled to access to high-quality, compassionate, evidence-based care, consistent with their wishes. *Dying in America* evaluates strategies to integrate care into a person- and family-centered, team-based framework, and makes recommendations to create a system that coordinates care and supports and respects the choices of patients and their families. The findings and recommendations of this report will address the needs of patients and their families and assist policy makers, clinicians and their educational and credentialing bodies, leaders of health care delivery and financing organizations, researchers, public and private funders, religious and community leaders, advocates of better care, journalists, and the public to provide the best care possible for people nearing the end of life.

Business Communication - Mary Ellen Guffey 2009-06

Business Communication: Process and Product, brief edition takes students through a well developed, consistently applied approach to communication that is combined with integrated application of current and emerging business technologies. Students learn a process for solving future communication problems, and how to use the Internet and electronic media to deliver their messages, resulting in a tangible communication strategy they can use throughout their careers. NETA Testbank The Nelson Education Teaching Advantage (NETA) program delivers research-based resources that promote student engagement and higher-order thinking and enable the success of Canadian students and educators. This book's premium testbank is designed to ensure top quality multiple-choice testing by avoiding common errors in question and test construction. If you want your students to achieve "beyond remembering", ask your Nelson Sales Representative how today!

Guide to Managerial Communication - Mary Munter 2013-01-08

Directed primarily toward undergraduate or graduate business or communications students, this text also provides practical content to current and aspiring industry professionals. A brief, professional, reader-friendly guide to improving managerial communication. *Guide to Managerial Communication* is a clear, concise, practical text for cultivating effective written and oral communication in a managerial, business, government, or professional context.

The Big Book of Conflict Resolution Games: Quick, Effective Activities to Improve Communication, Trust and Collaboration - Mary Scannell 2010-05-28

Make workplace conflict resolution a game that EVERYBODY wins! Recent studies show that typical managers devote more than a quarter of their time to resolving coworker disputes. *The Big Book of Conflict-Resolution Games* offers a wealth of activities and exercises for groups of

any size that let you manage your business (instead of managing personalities). Part of the acclaimed, bestselling Big Books series, this guide offers step-by-step directions and customizable tools that empower you to heal rifts arising from ineffective communication, cultural/personality clashes, and other specific problem areas—before they affect your organization's bottom line. Let The Big Book of Conflict-Resolution Games help you to: Build trust Foster morale Improve processes Overcome diversity issues And more Dozens of physical and verbal activities help create a safe environment for teams to explore several common forms of conflict—and their resolution. Inexpensive, easy-to-implement, and proved effective at Fortune 500 corporations and mom-and-pop businesses alike, the exercises in The Big Book of Conflict-Resolution Games delivers everything you need to make your workplace more efficient, effective, and engaged.

Seidel's Guide to Physical Examination - E-Book - Jane W. Ball 2017-12-21

Seidel's Guide to Physical Examination 9th Edition offers a uniquely interprofessional, patient-centered, lifespan approach to physical examination and health assessment. This new edition features an increased focus on patient safety, clinical reasoning, and evidence-based practice, along with an emphasis on the development of good communication skills and effective hands-on examination techniques. Each core chapter is organized into four sections - Anatomy and Physiology, Review of Related History, Examination and Findings, and Abnormalities - with lifespan content integrated into each area. Written by an author team comprised of advance practice nurses and physicians with specialties in the care of adults, older adults, and children, this one-of-a-kind textbook addresses health assessment and physical examination for a wide variety of disciplines. UNIQUE! Interprofessional, interdisciplinary approach, written by two advanced practice nurses and three physicians, with expertise in both pediatric and adult-geriatric health. UPDATED! Infectious outbreak content addresses the growing problem of global infectious disease outbreaks such as Zika and Ebola and the need for infection precautions. UNIQUE! Cross-references to Dains et al:Advanced Health Assessment & Clinical Diagnosis in Primary Care help you take "the next step" in your clinical reasoning abilities and provides a more seamless user experience. UNIQUE! Compassionate, patient-centered approach emphasizes developing good communication skills, use of effective hands-on examination techniques, and reliance on clinical reasoning and clinical decision-making. Integrated lifespan content includes separate sections in each chapter on Infants and Children, Adolescents, Pregnant Women, and Older Adults. NEW! Emphasis on clinical reasoning provides insights and clinical expertise to help you develop clinical judgment skills. NEW! Enhanced emphasis on patient safety and healthcare quality, particularly as it relates to sports participation. NEW! Content on documentation has been updated with a stronger focus on electronic charting (EHR/EMR). NEW! Enhanced social inclusiveness and patient-centeredness incorporates LGBTQ patients and providers, with special a emphasis on cultural competency, history-taking, and special considerations for examination of the breasts, female and male genitalia, reproductive health, thyroid, and anus/rectum/prostate. NEW! Telemedicine, virtual consults, and video interpreters content added to the Growth, Measurement, and Nutrition chapter. NEW! Improved readability with a clear, straightforward, and easy-to-understand writing style. NEW! Updated drawing, and photographs enhance visual appeal and clarify anatomical content and exam techniques.

Essentials of Business Communication + Premium Website, 1-term Access + How 13 + Mindtap Business Communication, 1-term Access - 2015

Business and Administrative Communication - Kitty O. Locker 2000 This Seventh Edition of Business and Administrative Communication by Kitty Locker is a true leader in the business communications field. Beyond covering the broad scope of topics in both oral and written business communication, Locker's text uses a student-friendly writing style and strong design element to hold student attention. Real-world examples and real business applications underscore the relevance and importance of the material presented to the classroom experience and to the students' careers. Kitty Locker's text also conveys the best possible advice to students through its research base; the author's reputation as a contributor to this field of study lends an even greater element of teachability and relevance to this market-leading title. Locker continues to lead the pack with innovative technology offerings - the BComm Skill Booster, PowerWeb - round out the learning experience with Business

and Administrative Communication

In Mixed Company - J. Dan Rothwell 2021

"In Mixed Company combines theory, applications, and current research on small group communication in a conversational and engaging style. It is a comprehensive text and has been the market leading small group communication text for the last several editions. The 11th edition will continue to use abundant humor, engaging case studies, novel illustrations, dramatic and poignant examples, personal narratives and vivid stories, and colorful language to encourage students to keep reading. Maintaining the style, illustrations, and language while trimming the length will aid in the story that this is the most engaging and accessible small group communication text"--

Quantum Computation and Quantum Information - Michael A. Nielsen 2000-10-23

First-ever comprehensive introduction to the major new subject of quantum computing and quantum information.

A First Look at Communication Theory - Em Griffin 2002-07-01

This best selling text analyzes the major communication theories at a level appropriate for both lower and upper level courses. The material is presented in a coherent manner and strikes a balance between humanistic, scientific, classical, and contemporary theories. (In contrast to previous editions--no theories have been dropped.) Ethics are covered throughout the text. "A First Look at Communication Theory" is the most widely used textbook for the communication theory course.

Communicating Risks and Benefits - Baruch Fischhoff 2012-03-08

Effective risk communication is essential to the well-being of any organization and those people who depend on it. Ineffective communication can cost lives, money and reputations. Communicating Risks and Benefits: An Evidence-Based User's Guide provides the scientific foundations for effective communications. The book authoritatively summarizes the relevant research, draws out its implications for communication design, and provides practical ways to evaluate and improve communications for any decision involving risks and benefits. Topics include the communication of quantitative information and warnings, the roles of emotion and the news media, the effects of age and literacy, and tests of how well communications meet the organization's goals. The guide will help users in any organization, with any budget, to make the science of their communications as sound as the science that they are communicating.

Introduction to Computer Science - Terry M. Walker 1972

Conference proceedings. ICT for language learning. 10th Edition - Pixel 2017-10-23

Introduction to Mass Communication - Stanley J. Baran 2003

This text makes explicit what has been implicit for so long: that media literacy skills can and should be taught directly and that, as we travel through the 21st century, media literacy is an essential survival skill for everyone in our society.... This text takes the position that media, audiences, and culture develop and evolve in concert. -Pref.

Business Communication - Peter W. Cardon 2016-03-16

Strategic Communication in Business and the Professions - O'hair 2008-09

The Basics of Communication Research - Leslie A. Baxter 2003-07-08

Combining the time tested classical work of Earl Babbie with the insights of one of the most recognized and respected names in speech communication research, THE BASICS OF COMMUNICATION RESEARCH is the book for the Communication research methods course. With the authors' collective experience teaching research methods and as active researchers themselves you will find this text to be the authoritative text for your course. The authors frame research as a way of knowing, and provide balanced treatment to both quantitative and qualitative research traditions in communication research and present it in a student friendly and engaging format. It provides in-depth treatment of the role of reasoning in the research enterprise and how this reasoning process plays itself out in planning and writing a research proposal and report. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Making the Connections - Mr Bill Quirke 2012-09-28

Bill Quirke demonstrates practically how businesses can use internal communication to achieve differentiation, to improve their quality, customer service, and innovation, and to manage change more

effectively. He describes the why, the what and the how of internal communication - why business needs better communication to achieve its objectives, what internal communication needs to deliver to add value, and how organizations need to manage their communication for best results.

Business Communication Today - Courtland L. Bovee 2016

The Ever-Changing Mold of Modern Business Communication. Business Communication Today continually demonstrates the inherent connection between recent technological developments and modern business practices.

Evaluation Strategies for Communicating and Reporting - Rosalie T. Torres 2005

Evaluation Strategies for Communicating and Reporting has been thoroughly revised and updated creating 75% new material and 34 new case examples. The Second Edition provides worksheets and instructions for creating a detailed communicating and reporting plan based on audience needs and characteristics. Authors Rosalie T. Torres, Hallie Preskill, and Mary E. Piontek cover advances in technology including Web site communications, Web and videoconferencing, and Internet chat rooms. Also mentioned are several additional topics for consideration, including communicating and reporting for diverse audiences and for multi-site evaluations.

Writing that Works - Walter E. Oliu 1995-03-01

Communicating in Small Groups - Steven A. Beebe 2015-10-01

REVEL™ for Communicating in Small Groups: Principles and Practices balances the principles of small group communication with real-world applications. With an emphasis on practical examples, technology, and ethical collaboration, REVEL for Communicating in Small Groups helps readers enhance their performance in groups and teams, while giving them insight into why group and team members communicate as they do. REVEL is Pearson's newest way of delivering our respected content. Fully digital and highly engaging, REVEL offers an immersive learning experience designed for the way today's students read, think, and learn. Enlivening course content with media interactives and assessments, REVEL empowers educators to increase engagement with the course, and to better connect with students. NOTE: REVEL is a fully digital delivery of Pearson content. This ISBN is for the standalone REVEL access card. In addition to this access card, you will need a course invite link, provided by your instructor, to register for and use REVEL.

Suggestions to Medical Authors and A.M.A. Style Book - American Medical Association 1919

Communicating Professionally, Third Edition - Catherine Sheldrick Ross 2013

An updated and expanded version of the training guide Booklist called "one of the most valuable professional publications to come off the presses in a long time," the new third edition of Communicating Professionally is completely revised with new sections outlining the opportunities offered by contemporary communication media. With more resource information on cross-cultural communication, including new applications of communication principles and the latest research-based material on communication in general, this comprehensive manual covers Fundamental skills such as listening, speaking, and writing Reading others' nonverbal behavior How to integrate skills, with tips for

practicing Sense-making, a theory of information as communication Common interactions like speaking one-on-one, working in groups, and giving presentations Training others in communication skills, including a special section on technology-based training

Essentials of Human Communication - Joseph A. DeVito 2013-01-24

A brief text with a strong focus on skill development Essentials of Human Communication shows how human communication skills apply to the real-world and the workplace. The text presents the fundamental skills of interpersonal, small group, and public communication while emphasizing human communication skills, cultural awareness, listening, critical thinking, ethics, and social media communication. MyCommunicationLab is an integral part of the DeVito program. Key learning applications include MediaShare, an eText, and a study plan. A better teaching and learning experience This program will provide a better teaching and learning experience—for you and your students. Here's how: Personalize Learning— MyCommunicationLab is online learning.

MyCommunicationLab engages students through personalized learning and helps instructors from course preparation to delivery and assessment. Improve Critical Thinking— Critical thinking principles are integrated into the text and in the marginal questions, self-tests, and boxes. Engage Students—Real-world examples appear throughout the text. Apply Ethics—Real-life ethical issues are discussed. Support Instructors— A full set of supplements, including MyCommunicationLab, provides instructors with all the resources and support they need. Note: MyCommunicationLab does not come automatically packaged with this text. To purchase MyCommunicationLab, please visit:

www.mycommunicationlab.com or you can purchase a ValuePack of the text + MyCommunicationLab (at no additional cost): ValuePack ISBN-10: 0205940889 / ValuePack ISBN-13: 9780205940882.

Composing Research, Communicating Results - Kurt Lindemann 2017-04-21

Composing Research, Communicating Results: Writing the Communication Research Paper provides communication students with the knowledge and necessary tools to compose a variety of course-required papers that are scholarly, accessible, and well-written. The first work of its kind to take students from brainstorming to outlining to sentence and paragraph construction to paper presentation, drawing on student-written examples Easy-to-understand explanations of passive voice, point of view, commonly accepted citation styles, and more, with current and relatable student-written examples Covers common writing assignments in communication and related courses, including the literature review, application paper, and empirical research paper Four pedagogical features enhance comprehension and support learning: "Write Away" quick exercises, integratable "Building Blocks" assignments, "Engaging Ethics" tips, and "Student Spotlight" examples

Essentials of Business Communication - Mary Ellen Guffey 2003-02-01

Covering business communication skills, this text includes a grammar check, writing improvement exercises and cases which break down the writing process into simple components. E-mail, Web research, team and critical thinking exercises have also been added to this edition.

Communicating for Results - Cheryl Hamilton 1990

This book covers interpersonal, interviewing and small group communication skills as well as informative and persuasive presentations. Hamilton draws on case studies and research from both management and communication literature to develop ideas, concepts and techniques in the book.