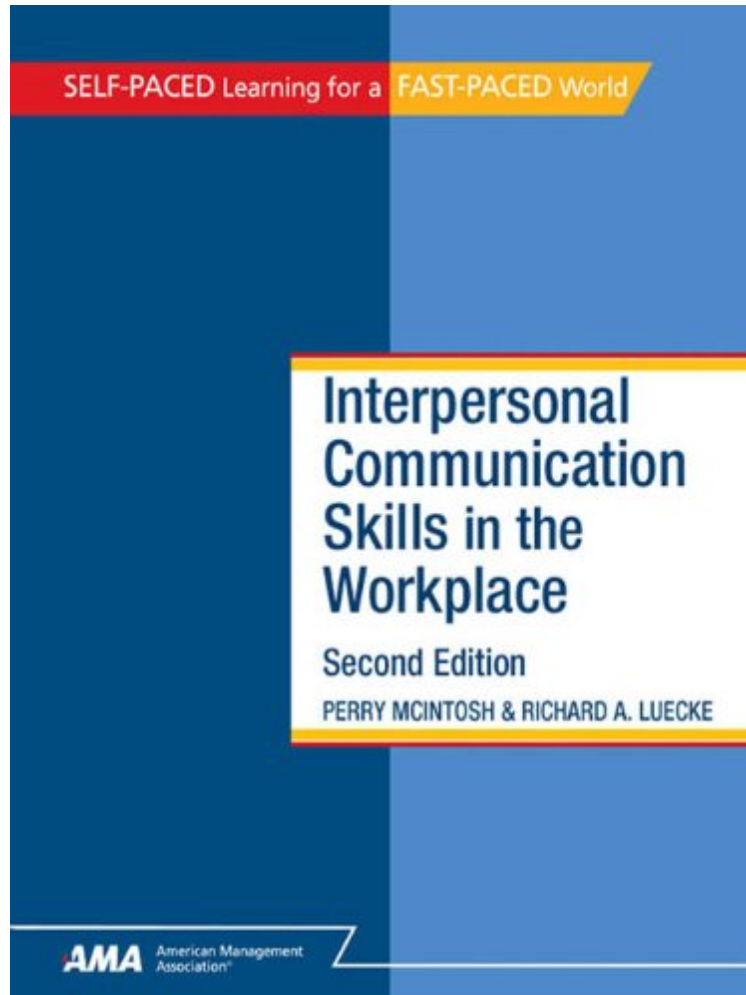


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Interpersonal Communication Skills in the Workplace: EBook Edition

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greater employee empowerment, geographically dispersed work groups, and team-based activities. It also contains new material on persuasive communications, dialogue, and nominal group technique. New chapters on techniques for generating ideas and solutions and communicating in the multicultural workplace offer fresh perspectives on topics that have become increasingly important in today's workplace. Throughout the book, the authors provide assessments, exercises, and Think About It sections that offer readers numerous opportunities for practice and feedback. Any person can realize the benefits of improved communication skills. *Interpersonal Communication Skills in the Workplace, Second Edition*, provides the insight and expertise needed to achieve this goal. Readers will learn how to:

- * Solve common communication problems.
- * Communicate with different personality types.
- * Read non-verbal cues.
- * Improve listening skills.
- * Give effective feedback.
- * Be sensitive to cultural differences in communication.

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