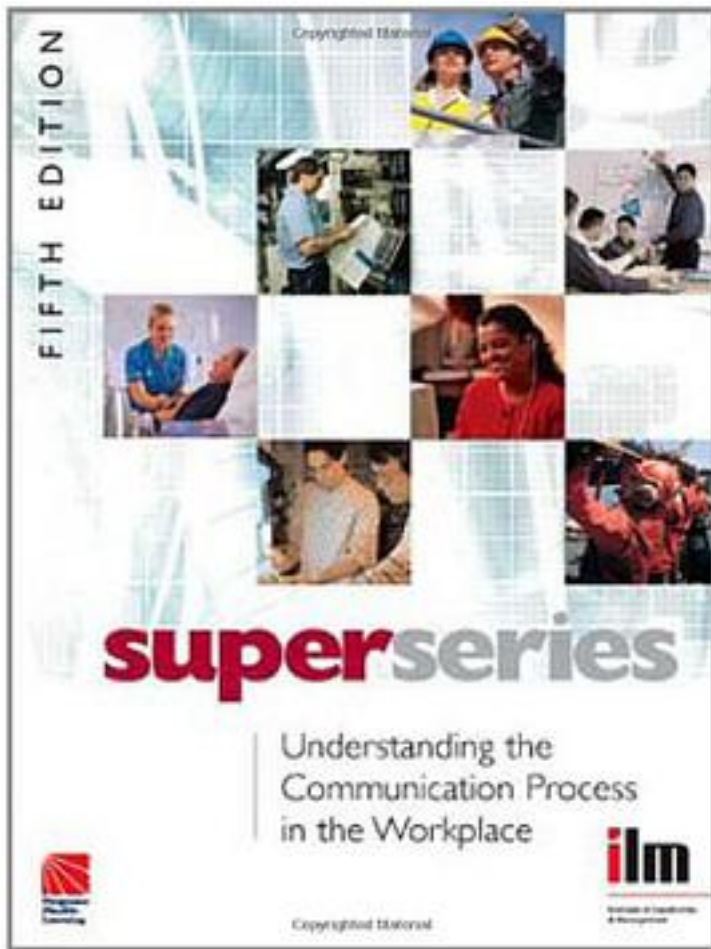


Understanding the Communication Process in the Workplace



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Communication is used by everyone in the work place at all times. It is the key to a

satisfactory work environment. Communication problems can make the work environment uncomfortable and unproductive for everyone. This textbook outlines the nature and importance of communication and process of communication in the workplace. Covering the advantages and disadvantages of the basic communication methods, the book goes on to highlight the value of getting feedback from others to ensure communication is effective. The authors provide tools to assess your own effectiveness as well as suggestions to improve own performance in communicating within the workplace. An essential reference for practicing or potential first line managers, this textbook will also be a useful resource for students of business communication at various levels.

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