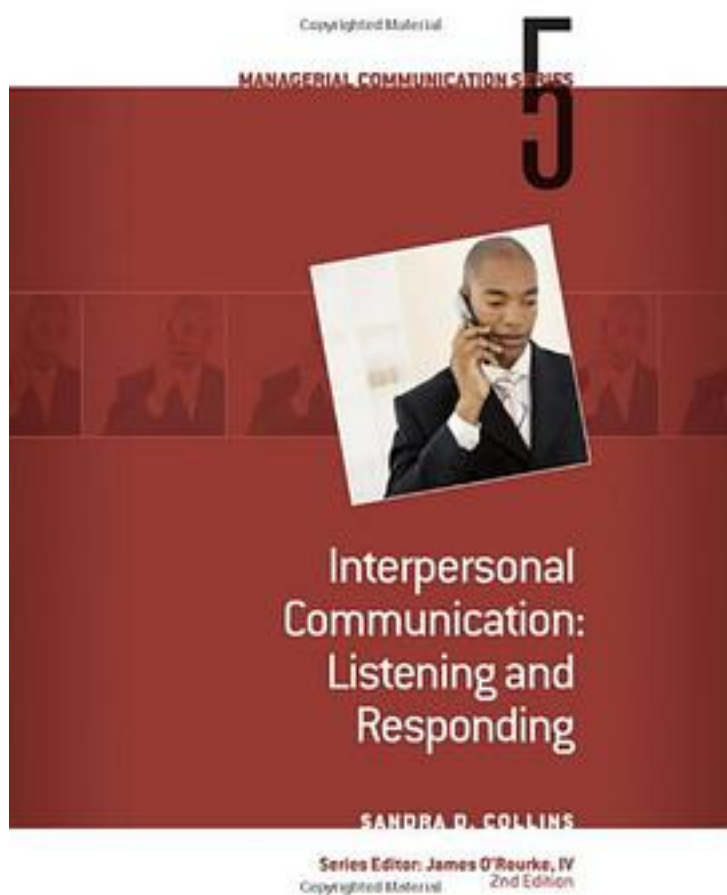


# Module 5



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著者:James O'Rourke

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INTERPERSONAL COMMUNICATION: LISTENING AND RESPONDING explores how successful companies and effective managers use listening as a strategic communication tool at all levels of the organization. Common barriers to listening -- including culture, perceptions, and personal agendas -- are discussed, and strategies

for overcoming them are offered. Examples of how organizations have used listening techniques to resolve conflicts, build relationships with clients and employees, and adapt to maintain a competitive edge are discussed. Self-analysis questions, presented throughout the text, target interpersonal listening skills, while case studies and role plays demonstrate the application of listening strategies in the organizational environment.

作者介绍:

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