



# Interpersonal Communication Skills in the Workplace: EBook Edition

*Richard A. LUECKE, Perry MCINTOSH*

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Effective communication is an important element of success for every organization, leader, manager, supervisor, and employee. Good communication skills are a prerequisite for advancement in most fields and are key to exercising influence both within and beyond the work group. This edition retains the subject matter strengths of the previous version and augments them with content that reflects new understandings of interpersonal communications, new communication technologies, and new organizational practices that include wider spans of management control, 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.

This is an ebook version of the AMA Self-Study course. If you want to take the course for credit you need to either purchase a hard copy of the course through [amaselfstudy.org](http://amaselfstudy.org) or purchase an online version of the course through [www.flexstudy.com](http://www.flexstudy.com).

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