

WELCOME

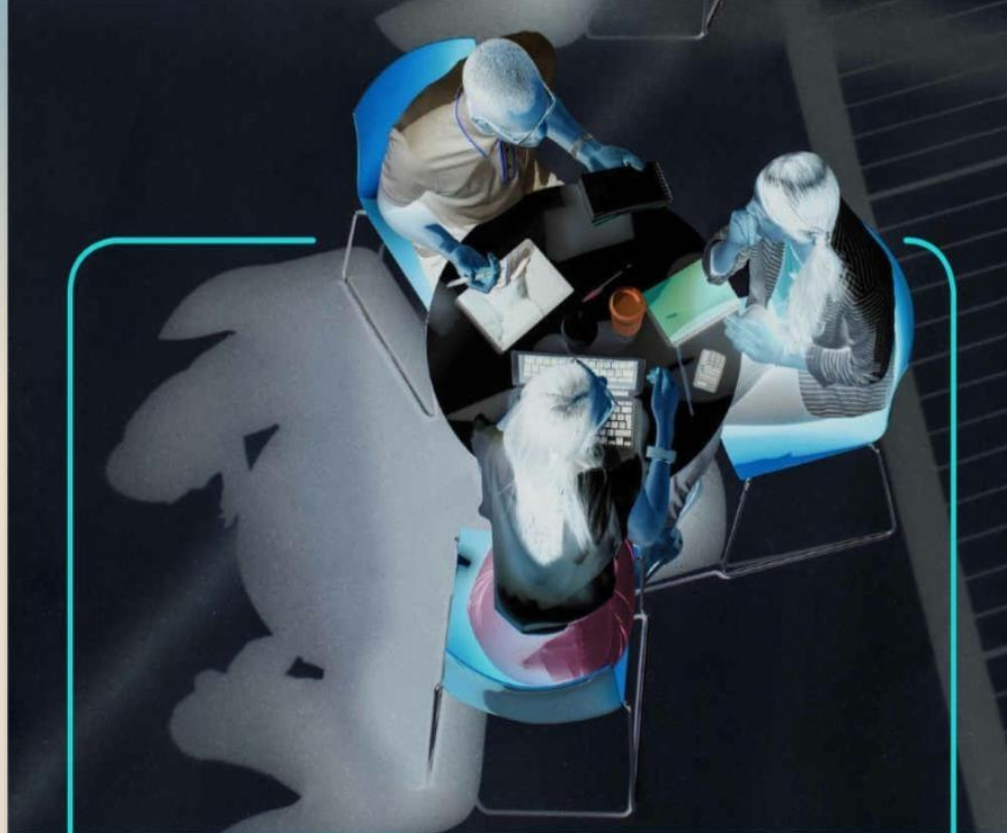
Communication skills



Communication skills

Developing communication skills can help many aspects of your life, from your professional career, to social gatherings, to your family life. In today's hectic world, we rely heavily on sharing information, resulting in greater emphasis being placed on having good communication skills. Good verbal and written communication skills are essential in order to deliver and understand information quickly and accurately. Being able to communicate effectively is a vital life skill and should not be overlooked.

In contrast, poor communication skills can have a negative impact - a poorly delivered message may result in misunderstanding, frustration and in some cases disaster.



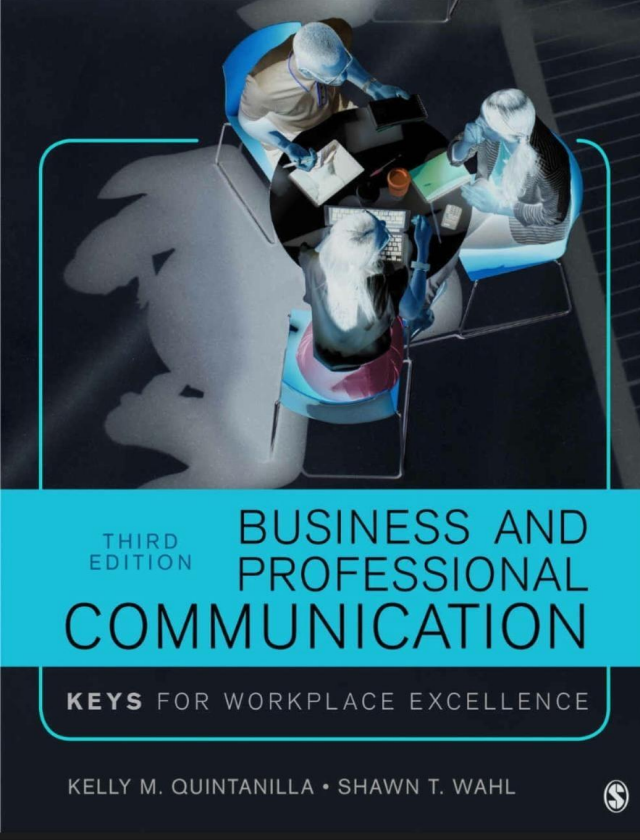
THIRD
EDITION

BUSINESS AND PROFESSIONAL COMMUNICATION

KEYS FOR WORKPLACE EXCELLENCE

KELLY M. QUINTANILLA • SHAWN T. WAHL

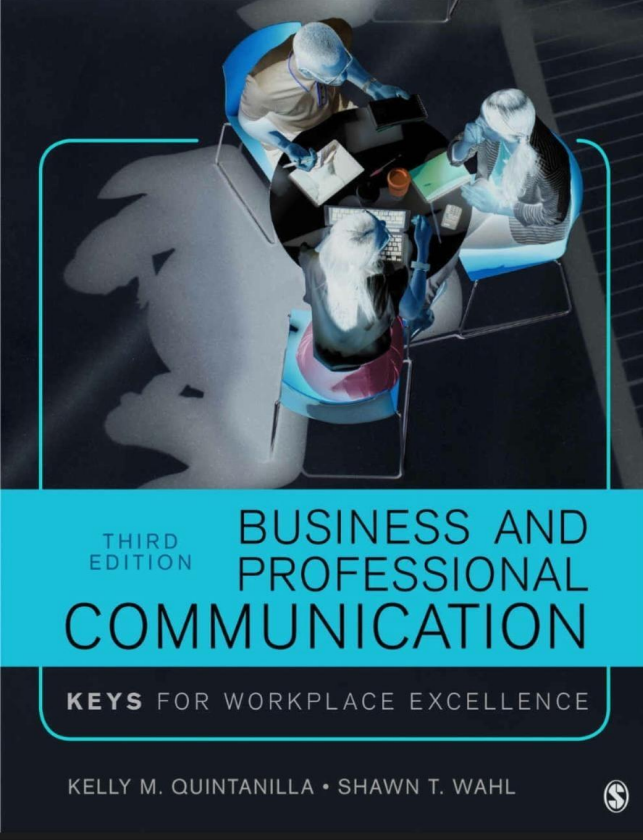




The book aims to:

Provide Business and Professional Communication students with the knowledge and skills they need to move from interview candidate, to team member, to leader.

Accessible coverage of new communication technology and social media prepares students to communicate effectively in real world settings.



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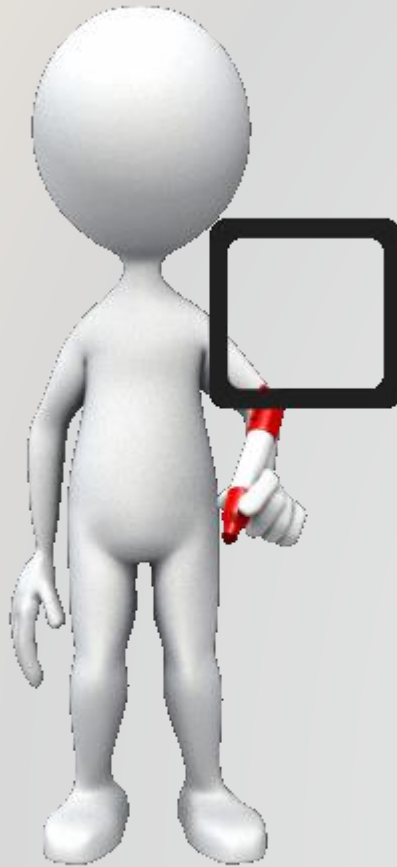
With an emphasis on building skills for business writing and professional presentations, this text empowers students to successfully handle important work-related activities, including job interviewing, working in team, strategically utilizing visual aids, and providing feedback to supervisors.

After completing this course you will be able to:

Understand the communication process and recall how networks and channels influence the communication process in organizations

Send and interpret verbal and nonverbal messages with accuracy and effectiveness

Recognize cultural differences that impact members of an organization and enact appropriate communication strategies to help attain cultural diversity



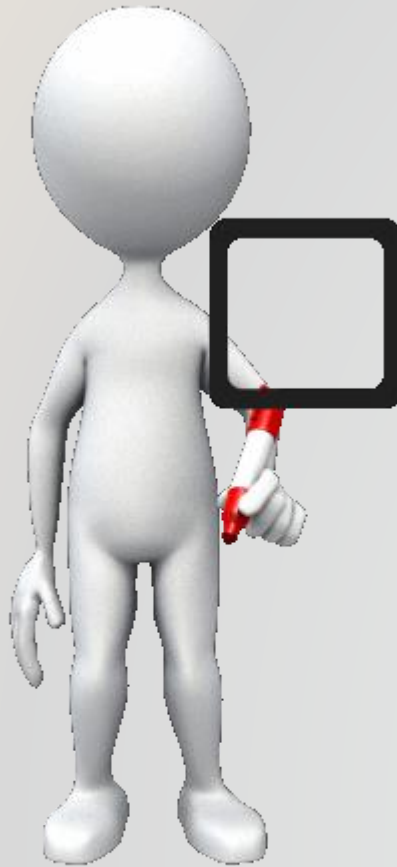
After completing this course you will be able to:

Evaluate listening habits and practice effective listening skills

Build positive interpersonal relationships in the workplace

Learn about all the interviewing stages.

Plan and conduct an interview in both interviewee and interviewer roles.



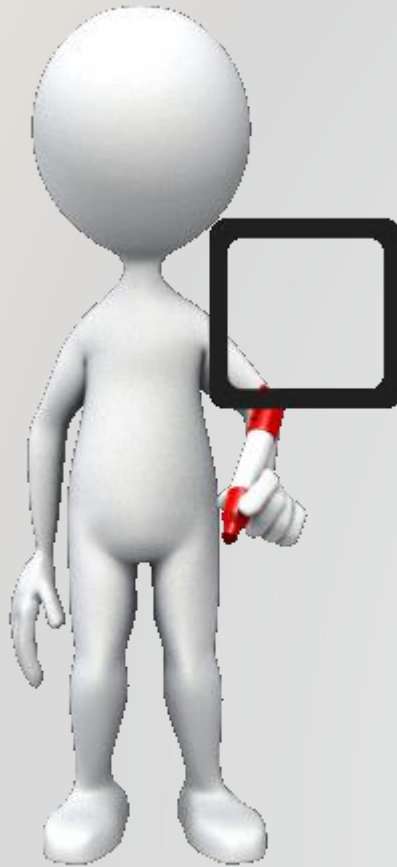
After completing this course you will be able to:

Distinguish groups and teams and recall communication factors that influence the effective development of teams

Identify and overcome common obstacles in group meetings

Demonstrate competence in making a decision as a leader.

Create and deliver a business presentation, reports and meetings.



Outline of the Book

The book is organized into **five** distinct parts.

Overview of key
concepts

Developing the
skills in the
workplace

Developing
strategies of
communications

Enhancing
interpersonal
competency

Leadership and
balancing between
work and life
through
communication

Chapter 1

Communication skills



What Communication is?

History of communication

Principles of communication

**Communication process and
elements**

Chapter 2

Communication skills



Communication models

Communication barriers

Communication ethics

KEYS for Excellence in the Workplace

The KEYS organizing theme

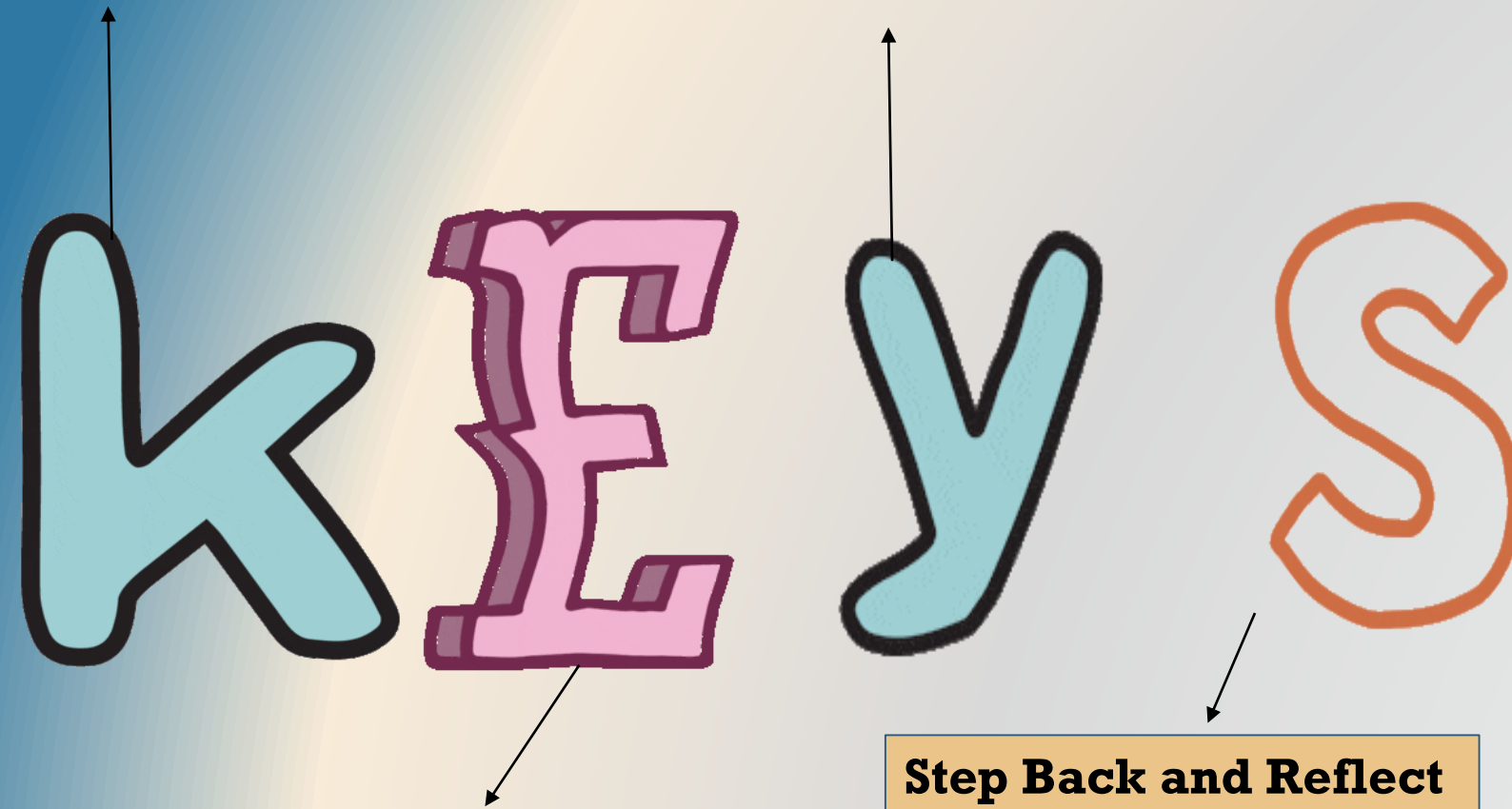
Know Yourself

Your Communication Interaction

K E Y S

Step Back and Reflect

Evaluate the Professional Context



Chapter 3

Communication skills



Verbal communications

**Non-verbal
communications**

**Forming relationships with
Verbal and nonverbal
communications.**

**Verbal and Nonverbal
Communication and Their Impact on
Professions.**

Chapter 4

Communication skills



Hearing and Listening

**Listening barriers and
styles**

Improving Your Listening

KEYS for Listening Excellence

Chapter 5

Communication skills



Exploring

Researching

Applying Résumés

Chapter 6

Communication skills



Interviewing

Following up

Negotiating

Chapter 7

Communication skills



Learning Your Workplace Culture

Diversity in Your Workplace: Some Important Concepts

Examples of Diversity in Professional Contexts

Chapter 8

Communication skills



**Interpersonal
Communication at Work**

**Exploring Relationship
Types at Work**

**The Line between Professional
and Personal**

Chapter 9

Communication skills



Groups vs teams

Conducting meetings

Conflict in Team Meetings

Handling Conflict

Chapter 10

Communication skills



Written Communication Types

Written communication excellence strategies & Skills

KEYS to enhance written communication

Chapter 11

Communication skills



Definition of Leadership

The 6 Types of Power

Leadership theories

**Leadership communication
strategies**

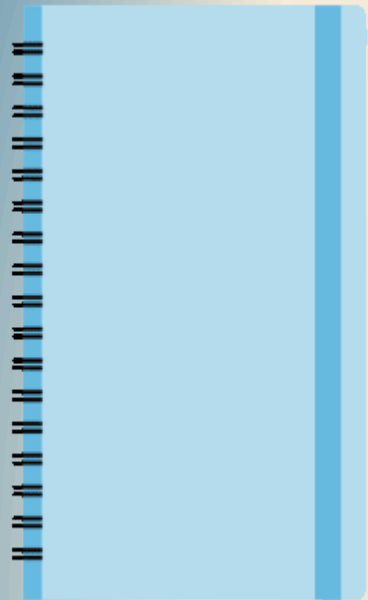
What I expect from you?



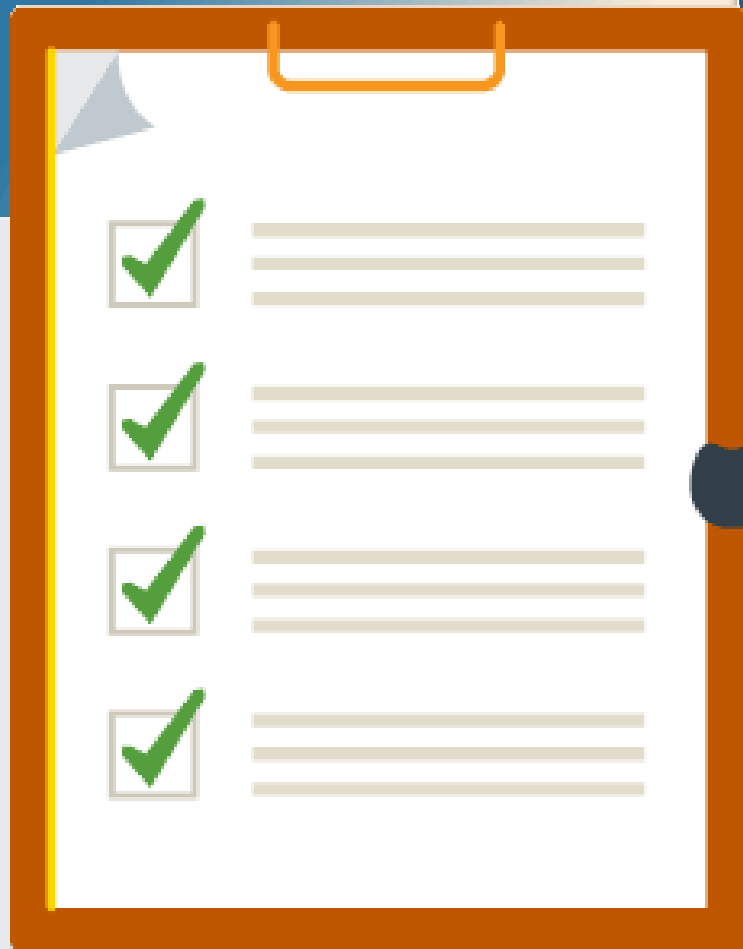
What I expect from you?

STUDY
STUDY
STUDY
STUDY

What I expect from you?



What I expect from you?



What I expect from you?



merna@esu.ac.ae

thank
you!

The image features the words "thank you!" written in a blue, cursive script font. The text is centered and surrounded by several short, orange, dashed lines that radiate outwards, giving it a celebratory or highlighted appearance. The background is a soft gradient, transitioning from a deep blue on the left to a light blue and white on the right.