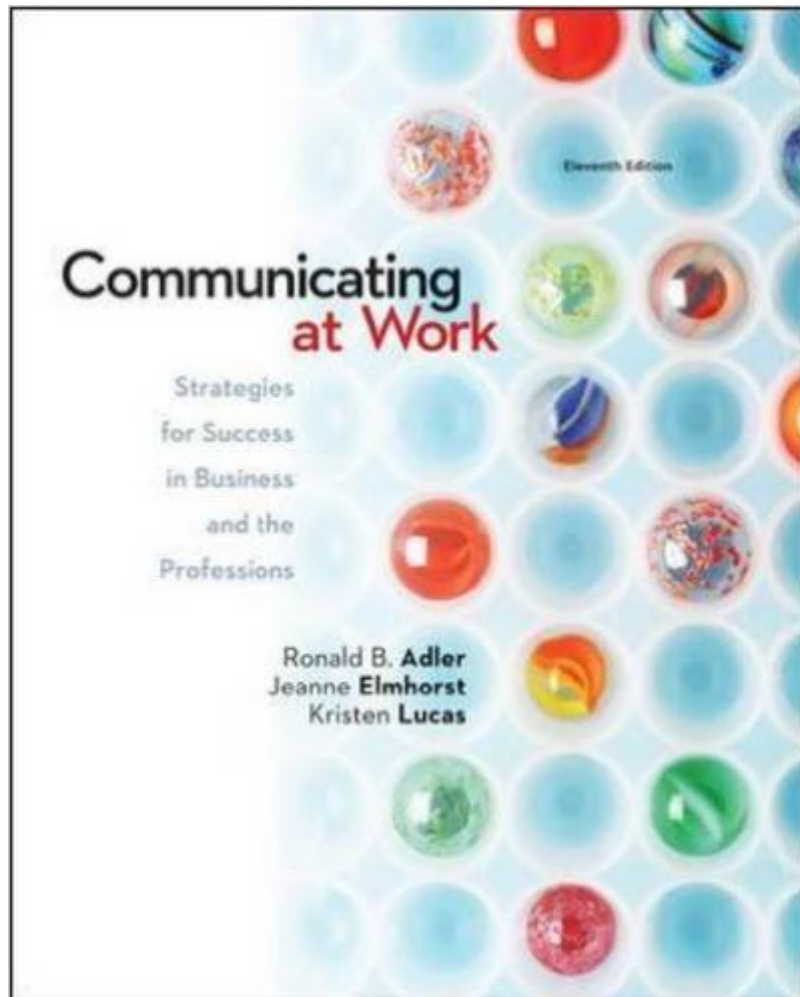


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# Communicating At Work: Strategies For Success In Business And The Professions



## Synopsis

The 11th edition of *Communicating at Work* enhances the strategic approach, real-world practicality, and reader-friendly voice that have made this text the market leader for three decades. On every page, students learn how to communicate in ways that enhance their own career success and help their organization operate effectively. This edition retains the hallmark features that have been praised by faculty and students--a strong emphasis on ethical communication and cultural diversity, discussions of evolving communication technologies, and self-assessment tools--while incorporating important updates and ground-breaking digital teaching and learning tools to help students better connect to the course material and apply it to real world business situations.

## Book Information

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Average Customer Review: 4.2 out of 5 stars [See all reviews](#) (68 customer reviews)

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## Customer Reviews

A great little textbook that really does teach you the essentials of business communication. I used this textbook for my Business & Professional Communications class and it gave the class a great perspective on communication inside and outside the business world and working world. Communication is key in practically all fields of work and this book expands the definition of communication more than you would expect. I learned a lot from this textbook that would essentially become useful in my future.

I was amazed by the information in this book. This was required reading for San Antonio College Business Speech Class. We read through the book in 3 weeks. The information in this book is invaluable. I have learned so much about communication because of this book. The book is broken

down into 12 chapters. The chapters are as follows: 1. Communicating at Work 2. Communication Culture, and Work 3. Listening 4. Verbal and Nonverbal Messages 5. Interpersonal Strategies and Skills 6. Principles of Interviewing 7. Leading and Working in Teams 8. Effective Meetings 9. Developing and Organizing the Presentation 10. Verbal and Visual Support in Presentation 11. Delivering the Presentation 12. Types of Business Presentations All of the chapters are filled with great information; however the ones that stood out to me the most were chapters 1 - 5 especially with a focus on listening. In the past I have missed opportunities because I had not fully listened (understood what was said). I have also been able to identify shortcomings of supervisor and managers that could really use this book as much as me. I recommend this book for reading pleasure as well. I set my book down next to my 89 year old grandfather. He picked it up and read chapters 4 - 10. He loved what it had to say. The SAC curriculum provides a reading guide that says it should be read from chapters 1-5, 9-12, and 6-8. I would have to agree with it.

It's a good book. Good insight especially with the consideration towards cross-cultural sensitivity. It covers everything from body language to interviewing. I think it would be even more handy if I had a job to put this information to use.

Good read actually. This is a textbook for a class I am taking, but the information in here is stuff everyone working in an office environment should read. Too bad I rented, I might have handed this one off to a few co-workers.

I rented this book. I love the interviewing section of this book along with communication, listening, feedback and criticism. A great book for anyone who wants to learn how to properly communicate in corporate America.

I mean it's a textbook and not much to review. I only needed it for a semester long class so I rented it, which is cool. Easily opened in my kindle app for windows and easy to use. Great \$ saver for students

It's racist, terribly written, and one of those Intro-type textbooks... the ones that tell us all the things we already know. TOTAL waste of money, please do yourself a favor if you have to buy it and buy it used!

The book is written nicely, but everything in it is common sense. I obviously needed it for my classes. As for college books it was interesting and easy to read. I am not sure if I learned anything though...

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