

Communication skills for managers

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Deskripsi Lengkap: <https://lib.ui.ac.id/detail?id=20436758&lokasi=lokal>

Abstrak

Communicating clearly is a critical skill for successful managers! The ability to communicate clearly is the critical core competency for successful managers at all levels and in all industries. This book is your guide to business communication that delivers the message—whether written, or spoken, in person or via e-mail—with respect for the receiver, and in all business situations. This solid overview of all facets of business communication offers numerous opportunities to practice and apply your new skills and a log to track your improvement. Readers will learn how to: ? Communicate clearly and correctly to avoid misunderstanding and get your message across ? Develop and use your listening skills to solve problems, diffuse conflict, teach staff, and be a more productive manager or team leader ? Ask the right type of question to elicit information, encourage a response, or create a relationship ? Master the techniques of successful presentations from planning to delivery ? Analyze your audience before communicating your ideas in any format ? Choose the most appropriate mode for communicating your message ? Use effective language to express your ideas clearly in well-constructed letters, proposals, memos, and e-mail. 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.