

Ch. 2: Achieving Success Through Effective Business Communication

- a) Important skills for communicating in organizational setting:
 - 1) Most widespread: formal communication network (hierarchy)
 - 2) Downward communication, upward communication and horizontal communication
 - 3) Knowing the difference between informal and formal communication, as well as internal and external communication.
- a) What is effective communication?
 - 1) Messages should be practical, factual, concise, clear, and persuasive
- a) Explain the difference bet efficient and effective communication
 - 1) Effective communication means that message understands the message, whereas efficient communication deals more with the speed of the message and whether the message helped employees work efficiently.
- a) What do employers expect from employees:
 - 1) Organizing ideas and info logically and coherently
 - 2) Expressing ideas and info coherently and persuasively
 - 3) Listening to others effectively
 - 4) Communicating effectively with people of diverse backgrounds and experiences
 - 5) Following accepted standards of grammar, spelling, and other aspects of high-quality writing and speaking
 - 6) Communicating in a culture aware and reflects contemporary perspectives of business etiquette
 - 7) Communicating ethically when others discuss ethical issues
- a) Important skills for communicating with your audience
 - 1) Consider audience expectations
 - 2) Minimize noise of you
 - 3) Engage your audience
 - 4) Practice empathy

Essentials Of Business Communications Final Exam

Rosina Ehmann



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