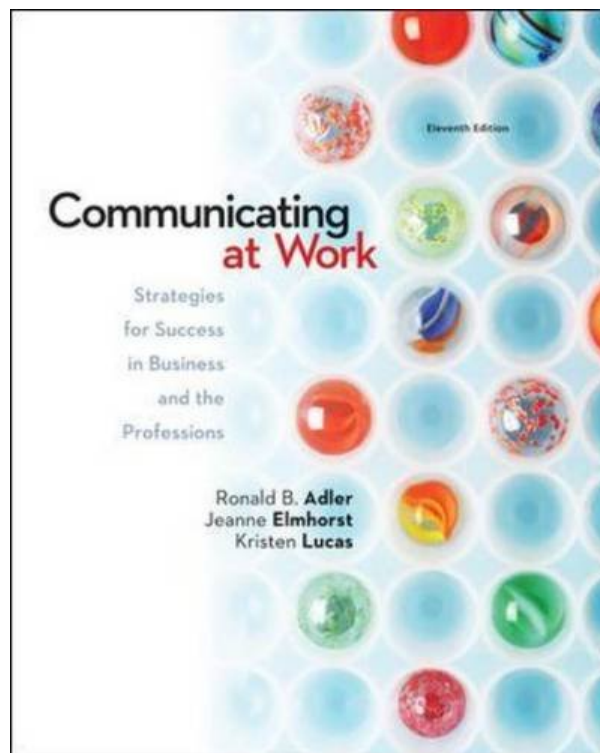
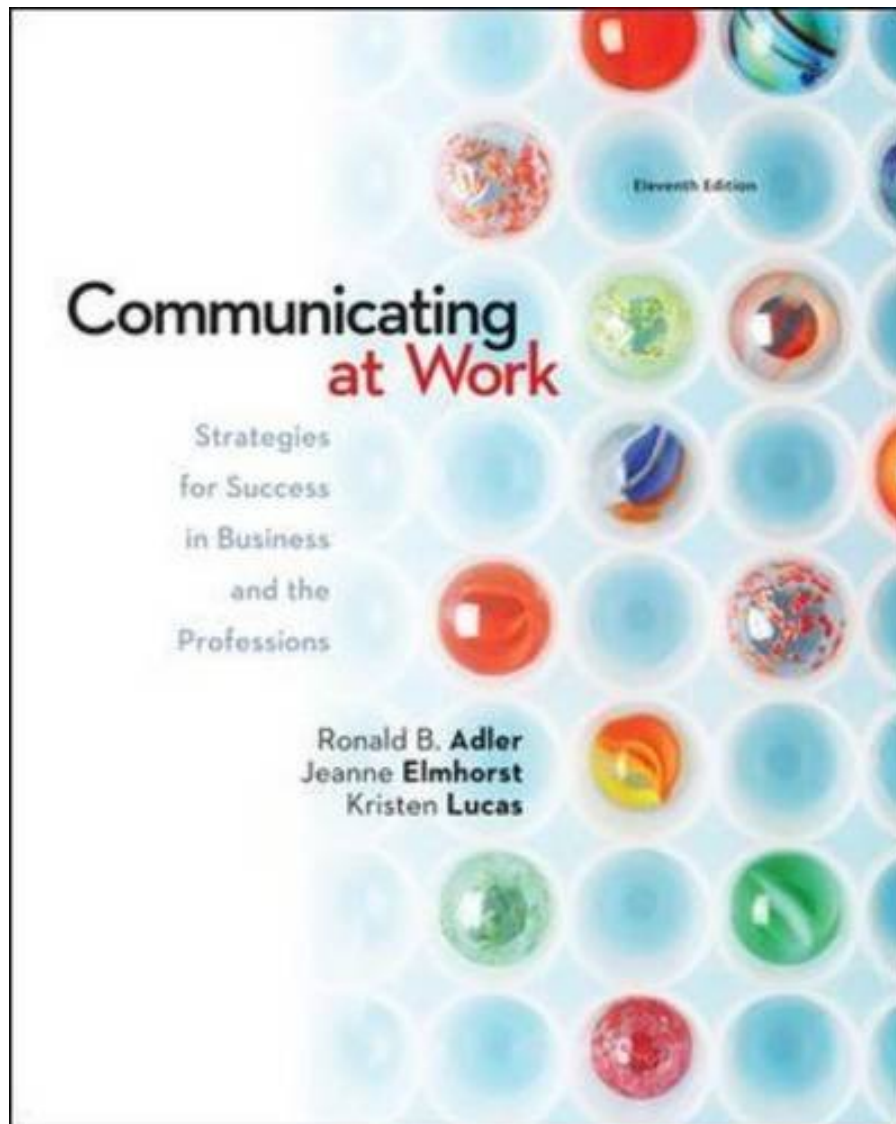


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By Remedy

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.

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