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The only book available devoted exclusively to the development of interpersonal skills, this completely self-contained program provides an action-oriented approach in which readers actually practice skills behavior. Centered around twelve key interpersonal skills and discussion of the concepts underlying each skill. Contains skills modules on coaching, team building, negotiation, interviewing, and empowering people. Organizes chapters around the ten-step TIPS learning model based on social-learning theory.

Previous editions ('Social Skills in Interpersonal Communication') have established this work as the standard textbook on communication. Directly relevant to a multiplicity of research areas and professions, this thoroughly revised and updated edition has been expanded to include the latest research as well as a new chapter on negotiating. Key examples and summaries have been augmented to help contextualise the theory of skilled interpersonal communication in terms of its practical applications. Combining both clarity and a deep understanding of the subject matter, the authors have succeeded in creating a new edition which will be essential to anyone studying or working in the field of interpersonal communication.

This text is appropriate for college courses in Management Skills. Management is an applied topic. Conceptual frameworks can provide business school graduates with needed information and ideas to understand management situations, but to become effective managers they need practice in behaving as a manager and they need to receive feedback on their performance. This text focuses on how to develop the skills one needs to manage, rather than what managers do. It is organized around the four functions of management (planning, organizing, leading and controlling).

Interpersonal Skills in Organizations by de Janasz, Dowd, and Schneider takes a fresh, thoughtful look at the key skills necessary for personal and managerial success in organizations today. Exploding with exercises, cases, and group activities, the book employs an experiential approach suitable for all student audiences. The book is organized into 4 distinct sections (Understanding Yourself, Understanding Others, Understanding Teams, and Leading) that can be used collectively or modularly depending on the instructors' preferences and students' needs. The emphasis in this edition focuses on making the text more current along with making the text pedagogically effective for students and instructors.

This popular text addresses the core issues and concerns of intercultural communication by integrating three different perspectives: the social psychological, the interpretive, and the critical. The dialectical framework, integrated throughout the book, is used as a lens to examine the relationship of these research traditions. This text is unique in its emphasis on the importance of histories, popular culture, and identities. The new edition features expanded discussion on globalization, computer-mediated technologies, and the role of religion in global and domestic contexts and how they relate to intercultural communication.

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