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Texas A&M University Press, 2021. Colorado-based writer

Jenny Shank's new short story collection, *Mixed Company*, is focused on the racial and class divides in her home state —

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even when the ...

*Reaching across Colorado's racial frontiers*

and organizational behavior. The book should be of interest not only to accuracy researchers, but also to those who desire to understand interpersonal phenomena.' David A. Kenny, University of ...

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.

In this age of e-business, there is an increasing over-reliance on electronic communication and insufficient attention paid to the management of face-to-face relationships. In this fascinating text, John Hayes addresses this significant workplace issue by examining the nature of interpersonal skill: the goal-directed behaviours used in face-to-face interactions in order to achieve desired outcomes. He argues that interpersonal competence is a key managerial skill which can distinguish the successful from the unsuccessful. Providing a clearly structured and comprehensive overview of

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the interpersonal skills essential for effective functioning at work, this book presents a micro-skills approach to development that can be used to improve interpersonal competence, as well as explaining, through the use of illustrations and practical examples, how to read the actual or potential behaviour of those around us. This knowledge can then be used to guide the way in which we relate to others as we learn to manage our relationships more effectively. This book will be ideal for practising managers and students of business and management studies and psychology. The skills it promotes make it of great value for those in a wide range of professions (including teachers, doctors, nurses, social workers and police officers) in their everyday working environment.

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.

One of the most important requirements of leadership is effective communication. The idea that some people are natural leaders and that others will never learn to show good leadership is now outdated. It has been replaced by the conviction that leadership and communication skills can be

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learnt. This second edition of Communication in Organizations continues to give clear advice and guidance on communicating in a range of different contexts in the workplace. From handling complaints and breaking bad news to negotiating deals and giving presentations, it explores the building blocks to effective communication skills, nurturing the leadership qualities required in any organization. By defining the abstract concepts of 'organization' and 'communication', it provides readers with the necessary skills to conduct any conversation on a professional manner. Illustrated with concrete examples throughout, this new edition includes a new chapter on career coaching, with exercises and ideas for role-play to enable the ideas to come alive. The three parts work seamlessly to expand the readers' conversation skill-set as they progress through the book. Communication in Organizations is an invaluable resource for students of management and business psychology, as well as those taking courses who are already in the workplace. The practical aspects compliment both introductory and advanced courses in interpersonal communication, leadership and business and professional communication.

Improve Your Interpersonal Skills to Achieve Greater Management Success! Any formula for management success must include a high level of interpersonal skills. The growing complexity of organizational portfolios, programs, and projects, as well as the increasing number and geographic dispersion of stakeholders and employees, makes a manager's interpersonal skills critical. The frequency and variety of interpersonal interactions and the pressure to perform multiple leadership roles successfully while ensuring customer satisfaction have never been greater. Interpersonal Skills for Portfolio, Program, and Project Managers offers

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practical and proven tools and methods you can use to develop your interpersonal skills and meet the challenges of today's competitive professional environment. Develop the interpersonal skills you need to:

- Build effective, high-performing teams
- Work efficiently with virtual teams
- Develop approaches to build and maintain relationships with stakeholders at all levels
- Handle stress and deal with unexpected critical incidents
- Motivate your team

Whatever your level of experience, you will find these practical and proven methods to be the best formula for improving your interpersonal skills-and enhancing your management success. The chapters include discussion questions, making this a perfect text for use in academic or workshop settings.

Effective advice on communication at every level in an organization, by the author of "Communications Strategies for Family Planning."

This edited volume explores different models, conceptualizations, and measures of leader interpersonal and influence "soft skills" that are so necessary for effective leadership. These include the communication skills, persuasion skills, political savvy, and emotional abilities used by leaders to inspire, motivate, and move followers toward the accomplishment of goals. The book emanates from the two-day-long 21st Kravis-de Roulet leadership conference, which brought together top scholars working in this area. The intent of the conference and this edited volume is to increase understanding of the interpersonal and influence skills, or "soft skills," of the leader, to highlight state-of-the-art research on the topic, and to provide clear, research-based guidelines for the development of leader skills. Chapter authors are recognized experts in their respective areas, and each section of the book will be introduced by an editor-authored

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chapter reviewing the specific topic area in brief.

Business Professionals, to be Truly Effective and Advance in their Careers, Must Master their People-Centric Skills. People-Centric Skills: Interpersonal and Communication Skills for Auditors and Business Professionals is a comprehensive guide to the "soft skills" that make technical professionals more effective. People-Centric Skills aim to improve all aspects of personal interactions, relationship development, and communication. These skills are as essential to success as are technical capabilities. This is the story of a leading internal audit department taking that next step to becoming a world-class audit organization in a fictional company. The foundation of that next step is developing their People-Centric Skills. The book demonstrates the impact that interpersonal and communication skills – whether good or bad – have on an auditor's effectiveness, job, and career. Readers will be able to empathize with the characters, and relate to the real-life situations in which they find themselves. Each chapter features a summary of key People-Centric points and guidelines that will help readers apply what they've learned to their own projects and departments. In a 2013 study sponsored by the Institute of Internal Auditors ("IIA"), the seven key attribute areas identified to be a successful auditor include relationship building, partnering, communications, teamwork, diversity, continuous learning and integrity. Unfortunately, most professionals never obtain these skills as part of their college degrees, certifications and other ongoing training. They are left to their own devices when it comes to developing these talents. The book follows an easy-to-read fictional narrative to highlight areas for improvement, and uses common scenarios to illustrate how to apply the lessons. People-Centric Skills: Interpersonal and Communication Skills for Auditors and Business Professionals focuses on many of

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these critical attributes. Topics include: Conflict Management Coaching and Mentoring Building an Effective Team and Team Dynamics Team Leadership Partnering and Relationship Building Effective Meeting Practices Brainstorming and Multivoting Assessing Corporate Culture Active Listening Non-verbal Communications Consensus Building These skills apply not only to internal auditors but also transfer across a broad range of business professions and industries, and from professional to personal life. They open doors, establish effective relationships, improve effectiveness, and can turn a "no" into a "yes." They are the true differentiator in advancing a career. For an auditor to be truly effective, great people skills are one of the most important tools in the box. People-Centric Skills: Interpersonal and Communication Skills for Auditors and Business Professionals is a straightforward guide to getting along, getting what you want in a constructive manner, and becoming a world-class professional.

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.

Previous editions ('Social Skills in Interpersonal



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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.

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