

Mastering the Art of Effective Communication



Mastering Communication

Ethan F. Becker, Jon Wortmann



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Wortmann, 2009-08-14 Mastering Communication at Work is based on 45 years of research and working with over half a million clients around the world From leaders of countries to leaders of companies to people just starting out in their career Becker and Wortmann teach techniques that start with the essential wisdom of Aristotle and include the best practices in today's global organizations The book includes interviews with leaders who reveal the inside story of the communication secrets at The White House Doris Kearns Goodwin presidential historian and Pulitzer Prize winning author Google Laszlo Bock Vice President People Operations EMI Publishing Big Jon Platt President IBM Jeanette Horan Vice President of Enterprise Business Transformation Harvard Business School Tony Mayo Director of the Leadership Initiative The New York Giants Peter John Baptiste Director of Public Relations Mastering Communication at Work provides clear actionable advice you can put to use right away and simple drills to practice during your next meeting one on one conversation or even sitting at your desk Use Mastering Communication at Work as your coach and you'll see immediate results in yourself your people and your organization

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Mastering Communication at Work, Second Edition: How to Lead, Manage, and Influence Ethan F. Becker, Jon Wortmann, 2021-02-09

The classic international bestseller updated for the hybrid work world including a new chapter on virtual communication Excellent communicating skills have always been crucial to success in leadership and management roles and that's one of the reasons the first edition of this book Mastering Communication at Work has been an international bestseller taught at universities and referred to by leading CEOs In the years since it was first published it's been the go to communication playbook helping leaders develop strategic responses and communication tactics with clear actionable advice What's changed in the last ten years Well nothing and everything The fundamentals of effective communication are the same as are many of the challenges leaders face generation after generation You still need to match your listener's tendency and validate and you still need to guard against defensiveness What has changed is how some of the fundamentals and challenges are

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Mastering Communication Nicky Stanton, 2004-03-04 This book is for anyone wanting to improve their communication skills and knowledge of how communication works in organizations It provides guidance on telephoning and text messaging interviewing meetings giving presentations speaking in public letter and report writing emailing and netiquette visual and non verbal communication There are plenty of activities and exercises throughout so that readers can check their progress The fourth edition of this best selling book has been revised to bring it fully up to date taking into account the latest developments in communication and technology It also includes new material on the ways in which human interactions can be improved by an awareness of different social psychology approaches

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Mastering Communications - How CEOs and Executives Can Build a Great Reputation in the Digital Age Oliver Aust,2019-11-26 What is the winning formula for creating a successful brand and become effective leaders How can I build a great reputation and stand out in the new digital era These are only some of the challenges that CEOs and executives are confronted with on a daily basis when it comes to their approach to communications In his latest book *Mastering Communications* Oliver Aust helps readers navigate the difficult world of communications *Mastering Communications* combines theoretical knowledge and practical expertise to guide you step by step through every skill that every CEO must master to become a top communicator From designing an effective strategy to managing a reputational crisis *Mastering Communications* provides CEOs and senior executives with the necessary tools to communicate with grace and skill in any situation

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in the Modern Workplace Pasquale De Marco, 2025-03-22 In a world where businesses thrive on efficiency and innovation administrative assistants are the unsung heroes the linchpins that keep the wheels of commerce turning smoothly The Contemporary Administrative Assistant A Guide for Success in the Modern Workplace is the ultimate resource for these indispensable professionals empowering them to excel in their multifaceted roles This comprehensive guide meticulously crafted for the American audience provides a step by step roadmap for administrative assistants to master the evolving demands of the modern workplace It delves into the intricacies of communication and interpersonal skills offering practical strategies for building strong relationships handling difficult conversations and communicating effectively in a variety of contexts Recognizing the importance of time management and productivity the book equips readers with proven techniques for setting clear goals prioritizing tasks and utilizing technology to streamline workflows It also emphasizes organizational excellence providing guidance on implementing efficient filing systems managing records and maintaining a professional workspace Furthermore the book addresses the growing significance of project management in the administrative assistant's role It offers a structured approach to defining project objectives developing plans managing resources and communicating effectively with stakeholders The Contemporary Administrative Assistant also recognizes the importance of effective written communication in the digital age It provides expert guidance on crafting clear and concise documents mastering business correspondence and adhering to proper grammar and punctuation Additionally it covers financial management and budgeting ensuring that administrative assistants have a solid understanding of financial statements budgeting principles and accounts payable and receivable With a focus on legal and ethical considerations the book equips administrative assistants to navigate the complexities of employment laws data protection regulations and workplace conflicts with professionalism and integrity It also explores career development and advancement offering strategies for identifying goals expanding skill sets and building a strong professional brand Whether you are a seasoned administrative assistant seeking to enhance your skills or a newcomer to the profession eager to make a mark The Contemporary Administrative Assistant is your indispensable guide to achieving excellence in the dynamic and ever changing modern workplace If you like this book write a review

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