

10.1: Chapter 10 Overview

What's in It for Me?

Reading this chapter will help you do the following:

1. Define communication and understand the communication process.
2. Understand and overcome barriers to effective communication.
3. Compare and contrast different types of communication.
4. Compare and contrast different communication channels.
5. Develop your own communication skills.

Figure 12.2 The P-O-L-C Framework

| Planning | Organizing | Leading | Controlling |
|---|--|--|--|
| 1. Vision & Mission 2. Strategizing 3. Goals & Objectives | 1. Organization Design 2. Culture 3. Social Networks | 1. Leadership 2. Decision Making 3. Communications 4. Groups/Teams 5. Motivation | 1. Systems/Processes 2. Strategic Human Resources |

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