

CHAPTER OVERVIEW

Course Learning Objective #3: Evaluate the various communication techniques (phone, fax, e-mail, mail, face to face, etc.) used in business organizations and when, where and why they are appropriate.

3.1: Managerial Communication

3.1.1: The Process of Managerial Communication

3.1.2: Types of Communications in Organizations

3.1.3: Factors Affecting Communications and the Roles of Managers

3.1.4: Managerial Communication and Corporate Reputation

3.1.5: The Major Channels of Management Communication Are Talking, Listening, Reading, and Writing

3.1.6: Summary

3.2: The Roles Managers Play

3.3: Relationships at Work

3.4: The Dark Side of Relationships

3.5: Factors Affecting Communications and the Roles of Managers

3.6: Speaking in Business Settings

3.7: Speaking via Electronic Media

3.8: Small Group Communication

3.8.1: Understanding Small Groups

3.8.2: Small Group Development

3.8.3: Small Group Dynamics

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