

Chapter 2 Outline

The Communication Process: A Brief Overview

- Misconceptions about Communication
- Barriers to Effective Communication
- Biases Affecting Communication

Speaking Skills

- Volume, Pitch, Tone, and Pace
- Varying Your Speech
- Speaking on the Job
- Formal Presentations

Listening Skills

- Obstacles to Listening

A Listening Model: Four Stages

- Focusing
- Interpreting
- Evaluating
- Responding

Active Listening Skills

- Mirroring
- Paraphrasing
- Summarizing and Self-Disclosure
- Questioning or Clarifying
- Motivating the Speaker to Say More

Nonverbal Communication—Body Language

Writing

- Business Writing Tips and Examples
- Plain English and Short Sentences
- Memos
- Two Versions of One Document
- E-mail

Competencies

1. Identify common misconceptions, barriers, and biases that interfere with effective communication. (pp. 31–40)
2. Explain the steps that supervisors can take to speak effectively on the job. (pp. 40–45)
3. Identify ways that supervisors can improve their listening skills. (pp. 45–50)
4. Identify active listening skills and apply them in supervisory situations. (pp. 50–53)
5. Describe nonverbal communication and explain how knowledge of it can help you on the job. (pp. 53–57)
6. Explain the importance of good writing, and identify how you can make your business writing more effective. (pp. 57–64)
7. Identify techniques for communicating by e-mail. (pp. 64–67)