

# About This Book

*Effective Workplace Communication* has been written to encourage you to use communication skills on the job as well as in your daily life. It can help you

- Become aware of the importance of communication in both work and social situations
- Understand that communicating is done with both words and wordless messages
- Practice this valuable life skill in an informal group situation
- Learn how to use electronic communication media, including e-mail, cell phones, voice mail, faxes, and blogs
- Realize how effective communication skills can lead to more success in work and in life.

You'll see sample conversations, letters, and phone messages in the book, drawn from real-life situations. The "Check It Out" exercises will help sharpen your reading and writing skills, as well as your ability to evaluate situations calling for clear communication.