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The basics of interpersonal communication. Boston, MA: Allyn & Bacon. Boston, MA: Allyn & Bacon. National Association of Colleges and Employers, National Association of Colleges and Employers.

## References: Effective Business Communication | Business ...

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BUSINESS COMMUNICATION: PROCESS AND PRODUCT, 9E prepares readers for success in today's digital workplace. This book introduces the basics of communicating effectively in the workplace, using social media in a professional environment, working in teams, becoming a good listener, and developing individual and team presentations. Authors Mary Ellen Guffey and Dana Loewy also offer a wealth of ideas for writing resumes and cover letters, participating in interviews, and completing follow-up activities. Optional grammar coverage in each chapter, including a comprehensive grammar guide in the end-of-book appendix, helps readers improve critical English language skills. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

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Business Communication: Process and Product, 4th edition, provides students with quality content in a clear, accessible manner. This book is a dependable resource that supplements the classroom experience. It offers a classroom-tested interactive teaching and learning system that provides students with skills needed for success in the digital workplace.

This is the eBook of the printed book and may not include any media, website access codes, or print supplements that may come packaged with the bound book. Technical Communication: Process and Product, 8e by Sharon J. Gerson and Steven M. Gerson, provides a proven, complete methodology that emphasizes the writing process and shows how it applies to both oral and written communication. With an emphasis on real people and their technical

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