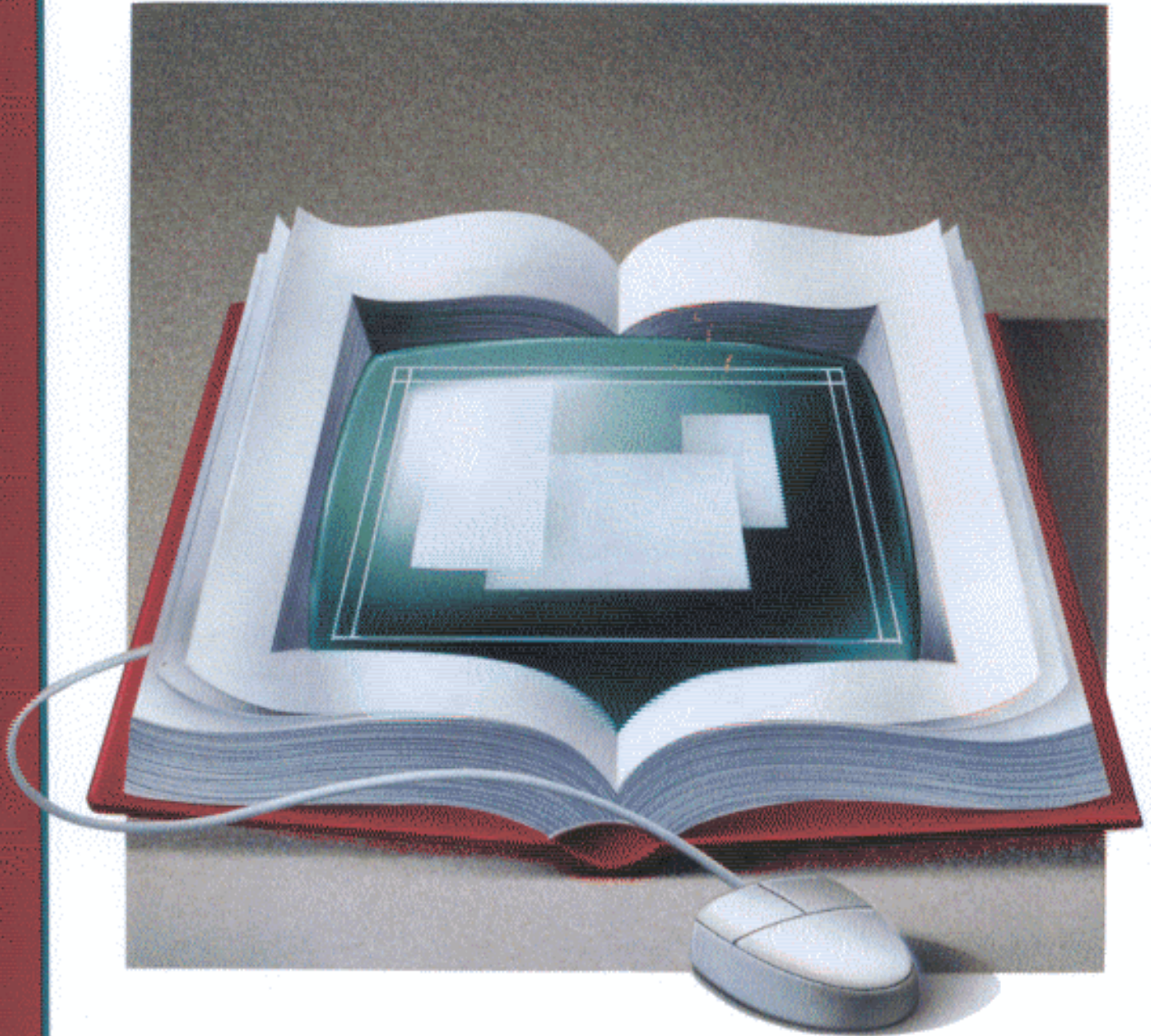


FIFTH EDITION

# Excellence in Business COMMUNICATION



John V. Thill ♦ Courtland L. Bovée

# CONTENTS

## Part I Foundations of Business Communication 1

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### UNDERSTANDING BUSINESS COMMUNICATION 2

**On the job:** FACING A COMMUNICATION DILEMMA AT HALLMARK 2

Achieving Career Success Through Effective Communication 2

*Adapting to the Changing Workplace 3*

*Setting Your Course for Effective Communication 6*

Communicating in Organizations 6

*Internal Communication 7*

*External Communication 9*

Understanding the Communication Process 11

Recognizing Communication Barriers 12

*Perceptual Differences 12*

*Restrictive Environments 13*

*Distractions 13*

*Deceptive Tactics 14*

Overcoming Barriers to Improve Communication 14

*Guideline 1: Adopt an Audience-Centered Approach 15*

*Guideline 2: Foster an Open Communication Climate 15*

*Guideline 3: Create Lean, Efficient Messages 16*

*Guideline 4: Commit to Ethical Communication 17*

Strengthening Your Communication Skills 18

Applying What You've Learned 19

**On the job:** SOLVING A COMMUNICATION DILEMMA AT HALLMARK 20

**SUMMARY OF LEARNING OBJECTIVES 19**

**TEST YOUR KNOWLEDGE 21**

**INTERACTIVE LEARNING 21**

**APPLY YOUR KNOWLEDGE 22**

**PRACTICE YOUR KNOWLEDGE 22**

**EXERCISES 22**

**USING THE POWER OF TECHNOLOGY IS TELECOMMUTING RIGHT FOR YOU? 4**

**EFFECTIVE E-BUSINESS COMMUNICATION GET TO THE POINT—QUICKLY 10**

**GOING ONLINE USING THE INTERNET TO EXPLORE INTERNATIONAL BUSINESS COMMUNICATION 14**

**PROMOTING WORKPLACE ETHICS ETHICAL BOUNDARIES: WHERE WOULD YOU DRAW THE LINE? 17**

**GOING ONLINE EXERCISES USING THE INTERNET TO EXPLORE INTERNATIONAL BUSINESS COMMUNICATION 24**

## 2 COMMUNICATING IN TEAMS: COLLABORATION, LISTENING, NONVERBAL, AND MEETING SKILLS 25

**On the job:** FACING A COMMUNICATION DILEMMA AT AMERICAN EXPRESS 25

Working in Teams 25

*Types of Teams 26*

*Advantages and Disadvantages of Teams 26*

*Group Dynamics 27*

Developing an Effective Team 28

*Understanding Conflict 29*

<i>Resolving Conflict</i>	30
<i>Overcoming Resistance</i>	30
Collaborating on Team Messages	31
<i>Using Technology to Collaborate</i>	31
<i>Preparing Effective Team Messages</i>	31
Speaking with Team Members	33
<i>Listening to Team Members</i>	33
<i>Understanding Nonverbal Communication</i>	36
Increasing Meeting Productivity	39
<i>Preparing for Meetings</i>	39
<i>Conducting and Participating in Meetings</i>	41
<b>On the job: SOLVING A COMMUNICATION DILEMMA AT AMERICAN EXPRESS</b>	<b>44</b>
<b>SUMMARY OF LEARNING OBJECTIVES</b>	<b>43</b>
<b>TEST YOUR KNOWLEDGE</b>	<b>45</b>
<b>INTERACTIVE LEARNING</b>	<b>45</b>
<b>APPLY YOUR KNOWLEDGE</b>	<b>45</b>
<b>PRACTICE YOUR KNOWLEDGE</b>	<b>46</b>
<b>EXERCISES</b>	<b>46</b>
<b>GOING ONLINE PARTICIPATE IN A TEAM-BASED ORGANIZATION</b>	<b>26</b>
<b>CHECKLIST: DEVELOPING AN EFFECTIVE TEAM</b>	<b>29</b>
<b>USING THE POWER OF TECHNOLOGY ELECTRONIC MEETINGS: WORK TOGETHER—WHEREVER YOU ARE—</b>	<b>32</b>
<b>TO GET THE RESULTS YOU WANT</b>	<b>32</b>
<b>CHECKLIST: IMPROVING YOUR LISTENING SKILLS</b>	<b>37</b>
<b>ACHIEVING INTERCULTURAL COMMUNICATION ACTIONS SPEAK LOUDER THAN WORDS ALL AROUND THE</b>	<b>39</b>
<b>WORLD</b>	<b>39</b>
<b>CHECKLIST: IMPROVING NONVERBAL COMMUNICATION SKILLS</b>	<b>40</b>
<b>EFFECTIVE E-BUSINESS COMMUNICATION CALLING A MEETING IN CYBERSPACE</b>	<b>41</b>
<b>CHECKLIST: IMPROVING MEETING PRODUCTIVITY</b>	<b>42</b>
<b>GOING ONLINE EXERCISES PARTICIPATE IN A TEAM-BASED ORGANIZATION</b>	<b>47</b>
<b>3 COMMUNICATING INTERCULTURALLY</b>	<b>48</b>
<b>On the job: FACING A COMMUNICATION DILEMMA AT TARGET STORES</b>	<b>48</b>
Understanding the Importance of Communicating Across Cultures	48
<i>The Global Marketplace</i>	48
<i>The Multicultural Work Force</i>	49
Improving Intercultural Sensitivity	50
<i>Recognize Cultural Differences</i>	51
<i>Overcome Ethnocentrism</i>	56
Improving Communication Across Cultures	57
<i>Overcome Language Barriers</i>	57
<i>Study Other Cultures</i>	60
<i>Develop Effective Intercultural Skills</i>	62
<b>On the job: SOLVING A COMMUNICATION DILEMMA AT TARGET STORES</b>	<b>66</b>
<b>SUMMARY OF LEARNING OBJECTIVES</b>	<b>65</b>
<b>TEST YOUR KNOWLEDGE</b>	<b>67</b>
<b>INTERACTIVE LEARNING</b>	<b>68</b>
<b>APPLY YOUR KNOWLEDGE</b>	<b>68</b>
<b>PRACTICE YOUR KNOWLEDGE</b>	<b>68</b>
<b>EXERCISES</b>	<b>68</b>
<b>EFFECTIVE E-BUSINESS COMMUNICATION PUTTING THE WORLD IN THE WEB</b>	<b>50</b>
<b>ACHIEVING INTERCULTURAL COMMUNICATION TEST YOUR INTERCULTURAL KNOWLEDGE</b>	<b>52</b>
<b>ACHIEVING INTERCULTURAL COMMUNICATION COMMUNICATING WITH A GLOBAL AUDIENCE ON THE WEB</b>	<b>59</b>
<b>GOING ONLINE HONE YOUR SKILLS FOR INTERNATIONAL BUSINESS</b>	<b>60</b>
<b>CHECKLIST: DOING BUSINESS ABROAD</b>	<b>61</b>

**CHECKLIST: COMMUNICATING WITH A CULTURALLY DIVERSE WORK FORCE 62**  
**GOING ONLINE EXERCISES HONE YOUR SKILLS FOR INTERNATIONAL BUSINESS 70**

## **PART II The Three-Step Writing Process 71**

---

### **4 PLANNING BUSINESS MESSAGES 72**

*On the job: FACING A COMMUNICATION DILEMMA AT HOME DEPOT 72*

Understanding the Three-Step Writing Process 72

*What Is the Three-Step Process? 73*

*How Does the Three-Step Process Work? 74*

Analyzing Your Purpose and Audience 74

*Define Your Purpose 74*

*Develop an Audience Profile 75*

Investigating Necessary Information 76

*Find Out Exactly What Your Audience Wants to Know 77*

*Provide All Required Information 77*

Adapting Your Message to Serve Your Audience and Purpose 79

*Select the Appropriate Channel and Medium 80*

*Establish a Good Relationship with Your Audience 85*

*On the job: SOLVING A COMMUNICATION DILEMMA AT HOME DEPOT 93*

**SUMMARY OF LEARNING OBJECTIVES 93**

**TEST YOUR KNOWLEDGE 95**

**INTERACTIVE LEARNING 95**

**APPLY YOUR KNOWLEDGE 95**

**PRACTICE YOUR KNOWLEDGE 96**

**EXERCISES 96**

**GOING ONLINE LEARN ABOUT YOUR AUDIENCE 75**

**EFFECTIVE E-BUSINESS COMMUNICATION PLAYING THE DATING GAME 78**

**USING THE POWER OF TECHNOLOGY ELEMENTS OF CYBERSTYLE 80**

**CHECKLIST: OBSERVING HIGH-TECH ETIQUETTE 85**

**PROMOTING WORKPLACE ETHICS SPIN CYCLE: DECIPHERING CORPORATE DOUBLESPEAK 88**

**CHECKLIST: PLANNING BUSINESS MESSAGES 92**

**GOING ONLINE EXERCISES LEARN ABOUT YOUR AUDIENCE 98**

### **5 WRITING BUSINESS MESSAGES 99**

*On the job: FACING A COMMUNICATION DILEMMA AT THE U.S. MINT 99*

Organizing Your Message 99

*What Good Organization Means 99*

*Why Good Organization Is Important 100*

*How Good Organization Is Achieved 102*

Composing Your Message 110

*Control Your Style and Tone 111*

*Select the Best Words 112*

*Create Effective Sentences 116*

*Develop Coherent Paragraphs 119*

*Compose Elegant E-Mail Messages 123*

*Build Effective Web Content with Hyperlinks 125*

*On the job: SOLVING A COMMUNICATION DILEMMA AT THE U.S. MINT 127*

**SUMMARY OF LEARNING OBJECTIVES 126**

**TEST YOUR KNOWLEDGE 128**

**INTERACTIVE LEARNING 129**

**APPLY YOUR KNOWLEDGE 129**

**PRACTICE YOUR KNOWLEDGE 129**

**EXERCISES 129**



- SHARPENING YOUR CAREER SKILLS BEATING WRITER'S BLOCK: NINE WORKABLE IDEAS TO GET WORDS FLOWING 104**  
**CHECKLIST: ORGANIZING BUSINESS MESSAGES 110**  
**GOING ONLINE COMPOSE A BETTER BUSINESS MESSAGE 111**  
**SHARPENING YOUR CAREER SKILLS NO NEED TO EXPLAIN IT, JUST SAY IT IN PLAIN ENGLISH 113**  
**EFFECTIVE E-BUSINESS COMMUNICATION KEEP IT SHORT AND SWEET 120**  
**CHECKLIST: COMPOSING BUSINESS MESSAGES 123**  
**CHECKLIST: WRITING FOR THE WEB 126**  
**GOING ONLINE EXERCISES COMPOSE A BETTER BUSINESS MESSAGE 132**

## **6 COMPLETING BUSINESS MESSAGES 133**

- On the job: FACING A COMMUNICATION DILEMMA AT McDONALD'S 133**  
**Moving Beyond Your First Draft 133**  
**Revising Your Message 133**  
*Evaluate Your Content and Organization 134*  
*Review Your Style and Readability 135*  
*Give Others Specific, Constructive Criticism 141*  
**Producing Your Message 142**  
*Design Your Message Carefully 142*  
**Use Technology to Produce and Distribute Your Messages 146**  
*Revising Text 148*  
*Adding Graphics, Sound, and Hypertext 149*  
**Proofreading Your Message 151**  
*What to Look for When Proofreading 151*  
*How to Adapt the Proofreading Process 151*  
**On the job: SOLVING A COMMUNICATION DILEMMA AT McDONALD'S 153**  
**SUMMARY OF LEARNING OBJECTIVES 152**  
**TEST YOUR KNOWLEDGE 155**  
**INTERACTIVE LEARNING 155**  
**APPLY YOUR KNOWLEDGE 155**  
**PRACTICE YOUR KNOWLEDGE 155**  
**EXERCISES 156**  
**GOING ONLINE WRITE IT RIGHT: RETHINK AND REVISE 142**  
**CHECKLIST: REVISING BUSINESS MESSAGES 143**  
**EFFECTIVE E-BUSINESS COMMUNICATION DESIGN MESSAGES FOR EASY NAVIGATION 145**  
**USING THE POWER OF TECHNOLOGY WARDING OFF DIGITAL DISASTER 147**  
**SHARPENING YOUR CAREER SKILLS HOW TO PROOFREAD LIKE A PRO: TIPS FOR CREATING THE PERFECT DOCUMENT 152**  
**GOING ONLINE EXERCISES WRITE IT RIGHT: RETHINK AND REVISE 158**

## **PART III Letters, Memos, E-Mail, and Other Brief Messages 159**

### **7 WRITING ROUTINE, GOOD-NEWS, AND GOODWILL MESSAGES 160**

- On the job: FACING A COMMUNICATION DILEMMA AT CAMPBELL SOUP 160**  
**Using the Three-Step Writing Process for Routine Messages 160**  
*Step 1: Planning Routine Messages 161*  
*Step 2: Writing Routine Messages 161*  
*Step 3: Completing Routine Messages 161*  
**Making Routine Requests 161**  
*Strategy for Routine Requests 161*  
*Types of Routine Requests 164*  
**Sending Routine Replies and Positive Messages 170**  
*Strategy for Routine Replies and Positive Messages 170*  
*Types of Routine Replies and Positive Messages 173*

<b>On the job:</b>	<b>SOLVING A COMMUNICATION DILEMMA AT CAMPBELL SOUP COMPANY</b>	<b>185</b>
	<b>SUMMARY OF LEARNING OBJECTIVES</b>	<b>185</b>
	<b>TEST YOUR KNOWLEDGE</b>	<b>187</b>
	<b>INTERACTIVE LEARNING</b>	<b>187</b>
	<b>APPLY YOUR KNOWLEDGE</b>	<b>188</b>
	<b>PRACTICE YOUR KNOWLEDGE</b>	<b>188</b>
	<b>EXERCISES</b>	<b>189</b>
	<b>CASES</b>	<b>190</b>
<b>ACHIEVING INTERCULTURAL COMMUNICATION</b>	<b>HOW DIRECT IS TOO DIRECT?</b>	<b>162</b>
<b>GOING ONLINE</b>	<b>THE MEDIUM AND THE MESSAGE</b>	<b>162</b>
<b>CHECKLIST:</b>	<b>WRITING ROUTINE REQUESTS</b>	<b>164</b>
<b>CHECKLIST:</b>	<b>PLACING ORDERS, MAKING CLAIMS, AND REQUESTING ADJUSTMENTS</b>	<b>165</b>
<b>CHECKLIST:</b>	<b>WRITING ROUTINE REPLIES AND POSITIVE MESSAGES</b>	<b>172</b>
<b>CHECKLIST:</b>	<b>GRANTING CLAIMS AND ADJUSTMENT REQUESTS, AND SENDING GOODWILL MESSAGES</b>	<b>177</b>
<b>PROMOTING WORKPLACE ETHICS</b>	<b>RECOMMENDATION LETTERS: WHAT'S RIGHT TO WRITE?</b>	<b>179</b>
<b>EFFECTIVE E-BUSINESS COMMUNICATION</b>	<b>LINKS AND MORE LINKS FOR MEDIA USE</b>	<b>180</b>
<b>GOING ONLINE EXERCISES</b>	<b>THE MEDIUM AND THE MESSAGE</b>	<b>196</b>

## 8 WRITING BAD-NEWS MESSAGES 197

<b>On the job:</b>	<b>FACING A COMMUNICATION DILEMMA AT AMERICAN AIRLINES</b>	<b>197</b>
	<b>Using the Three-Step Writing Process for Bad-News Messages</b>	<b>197</b>
	<i>Step 1: Planning Your Bad-News Messages</i>	<i>197</i>
	<i>Step 2: Writing Your Bad-News Messages</i>	<i>198</i>
	<i>Step 3: Completing Your Bad-News Messages</i>	<i>198</i>
	<b>Sending Bad-News Messages</b>	<b>198</b>
	<i>Strategies for Bad-News Messages</i>	<i>198</i>
	<i>Types of Bad-News Messages</i>	<i>205</i>
<b>On the job:</b>	<b>SOLVING A COMMUNICATION DILEMMA AT AMERICAN AIRLINES</b>	<b>219</b>
	<b>SUMMARY OF LEARNING OBJECTIVES</b>	<b>218</b>
	<b>TEST YOUR KNOWLEDGE</b>	<b>220</b>
	<b>INTERACTIVE LEARNING</b>	<b>221</b>
	<b>APPLY YOUR KNOWLEDGE</b>	<b>221</b>
	<b>PRACTICE YOUR KNOWLEDGE</b>	<b>221</b>
	<b>EXERCISES</b>	<b>222</b>
	<b>CASES</b>	<b>223</b>
<b>ACHIEVING INTERCULTURAL COMMUNICATION</b>	<b>GOOD WAYS TO SEND BAD NEWS AROUND THE WORLD</b>	<b>201</b>
<b>CHECKLIST:</b>	<b>BAD-NEWS MESSAGES</b>	<b>205</b>
<b>EFFECTIVE E-BUSINESS COMMUNICATION</b>	<b>TRANSFORMING WRONGS INTO RIGHTS</b>	<b>208</b>
<b>CHECKLIST:</b>	<b>BAD NEWS ABOUT ORDERS</b>	<b>210</b>
<b>CHECKLIST:</b>	<b>REFUSING CLAIMS</b>	<b>212</b>
<b>SHARPENING YOUR CAREER SKILLS</b>	<b>MASTERING THE ART OF CONSTRUCTIVE CRITICISM</b>	<b>216</b>
<b>GOING ONLINE</b>	<b>ANNOUNCING AN EMPLOYEE LAYOFF: HOW TO WRITE A TERMINATION NOTICE</b>	<b>217</b>
<b>CHECKLIST:</b>	<b>NEGATIVE EMPLOYMENT MESSAGES</b>	<b>218</b>
<b>GOING ONLINE EXERCISES</b>	<b>ANNOUNCING AN EMPLOYEE LAYOFF: HOW TO WRITE A TERMINATION NOTICE</b>	<b>229</b>

## 9 WRITING PERSUASIVE MESSAGES 230

<b>On the job:</b>	<b>FACING A COMMUNICATION DILEMMA AT PATAGONIA</b>	<b>230</b>
	<b>Using the Three-Step Writing Process for Persuasive Messages</b>	<b>230</b>
	<i>Step 1: Planning Persuasive Messages</i>	<i>231</i>
	<i>Step 2: Writing Persuasive Messages</i>	<i>234</i>
	<i>Step 3: Completing Persuasive Messages</i>	<i>234</i>

- Sending Persuasive Messages 235
  - Strategies for Persuasive Messages* 235
  - Types of Persuasive Requests* 242
- Sending Sales and Fundraising Messages 244
  - Strategies for Sales Messages* 245
  - Strategies for Fundraising Messages* 252
- On the job: SOLVING A COMMUNICATION DILEMMA AT PATAGONIA** 257
  - SUMMARY OF LEARNING OBJECTIVES** 257
  - TEST YOUR KNOWLEDGE** 259
  - INTERACTIVE LEARNING** 259
  - APPLY YOUR KNOWLEDGE** 259
  - PRACTICE YOUR KNOWLEDGE** 259
  - EXERCISES** 260
  - CASES** 261
- EFFECTIVE E-BUSINESS COMMUNICATION BUILDING CREDIBILITY ONLINE** 233
  - CHECKLIST: DEVELOPING PERSUASIVE MESSAGES** 241
  - GOING ONLINE INFLUENCE AN OFFICIAL AND PROMOTE YOUR CAUSE** 242
  - CHECKLIST: PERSUASIVE CLAIMS AND REQUESTS FOR ADJUSTMENTS** 246
  - PROMOTING WORKPLACE ETHICS WHAT YOU MAY LEGALLY SAY IN A SALES LETTER** 249
  - USING THE POWER OF TECHNOLOGY SPAM: PUTTING A LID ON IT** 253
  - CHECKLIST: COMPOSING SALES AND FUNDRAISING LETTERS** 256
  - GOING ONLINE EXERCISES INFLUENCE AN OFFICIAL AND PROMOTE YOUR CAUSE** 268

## **PART IV Reports and Oral Presentations 269**

---

- 10 PLANNING BUSINESS REPORTS AND PROPOSALS** 270
  - On the job: FACING A COMMUNICATION DILEMMA AT DELL COMPUTER CORPORATION** 270
  - Why Businesses Need Reports 270
    - How Electronic Technology Affects Business Reports* 271
    - How Reports Are Classified* 272
  - Types of Business Reports 272
    - Informational Reports* 273
    - Analytical Reports* 281
  - Planning Business Reports—Analysis 286
    - Defining the Problem* 286
    - Limiting the Scope of Study* 286
    - Outlining Issues for Investigation* 287
    - Developing the Statement of Purpose* 288
    - Preparing the Work Plan* 289
  - Planning Business Reports—Investigation 290
    - Find and Access Secondary Information* 292
    - Gather Primary Information* 298
    - Evaluate and Finalize Your Sources* 301
    - Process Your Information* 303
    - Analyze Your Data* 305
    - Interpret Your Data* 306
  - Planning Business Reports—Adaptation 306
    - Establish a Good Relationship with Your Audience* 306
    - Select the Appropriate Channel and Medium* 307
  - On the job: SOLVING A COMMUNICATION DILEMMA AT DELL COMPUTER CORPORATION** 308
    - SUMMARY OF LEARNING OBJECTIVES** 308
    - TEST YOUR KNOWLEDGE** 311
    - INTERACTIVE LEARNING** 311

APPLY YOUR KNOWLEDGE 311  
 PRACTICE YOUR KNOWLEDGE 311  
 EXERCISES 312

USING THE POWER OF TECHNOLOGY MINDING YOUR BUSINESS WITH ONLINE REPORTING 271  
 EFFECTIVE E-BUSINESS COMMUNICATION ANNUAL REPORTS IN CYBERSPACE 272  
 GOING ONLINE POINTERS FOR BUSINESS PLANS 274  
 SHARPENING YOUR CAREER SKILLS SEVEN ERRORS IN LOGIC THAT CAN UNDERMINE YOUR REPORTS 282  
 CHECKLIST: CONDUCTING EFFECTIVE INFORMATION INTERVIEWS 302  
 CHECKLIST: PLANNING BUSINESS REPORTS 307  
 GOING ONLINE EXERCISES POINTERS FOR BUSINESS PLANS 314

## 11 WRITING BUSINESS REPORTS AND PROPOSALS 315

*On the job:* FACING A COMMUNICATION DILEMMA AT FEDEX 315

Organizing Business Reports and Proposals 316

*Deciding on Format and Length* 316  
*Choosing the Direct or Indirect Approach* 317  
*Structuring Informational Reports* 318  
*Structuring Analytical Reports* 319  
*Preparing the Final Outline* 327

Organizing Visual Aids for Business Reports 328

*Gaining an Advantage with Visuals* 329  
*"Visualizing" Information* 329  
*Selecting the Right Graphic for the Job* 330  
*Designing Graphics for Reports* 338

Composing Business Reports and Proposals 340

*Choosing the Proper Degree of Formality* 341  
*Establishing a Time Perspective* 343  
*Helping Readers Find Their Way* 343  
*The Opening* 343  
*Headings and Lists* 344

*On the job:* SOLVING A COMMUNICATION DILEMMA AT FEDEX 348

SUMMARY OF LEARNING OBJECTIVES 348

TEST YOUR KNOWLEDGE 351

INTERACTIVE LEARNING 351

APPLY YOUR KNOWLEDGE 351

PRACTICE YOUR KNOWLEDGE 352

EXERCISES 353

CASES 354

EFFECTIVE E-BUSINESS COMMUNICATION REPORTING IN MANY LANGUAGES 317

GOING ONLINE EXPLORING COMPUTER GRAPHICS 338

CHECKLIST: CREATING EFFECTIVE VISUAL AIDS 341

PROMOTING WORKPLACE ETHICS TOP TIPS FOR WRITING REPORTS THAT MEAN BUSINESS 342

SHARPENING YOUR CAREER SKILLS WRITING HEADINGS THAT GRAB YOUR READER 344

CHECKLIST: WRITING BUSINESS REPORTS AND PROPOSALS 347

GOING ONLINE EXERCISES EXPLORING COMPUTER GRAPHICS 357

## 12 COMPLETING FORMAL REPORTS AND PROPOSALS 358

*On the job:* FACING A COMMUNICATION DILEMMA AT LEVI STRAUSS 358

Revising Formal Reports and Proposals 358

Producing Formal Reports and Proposals 358

*Components of a Formal Report* 359

*Prefatory Parts* 360

*Components of a Formal Proposal* 385



Proofreading Formal Reports and Proposals	390
<i>Checking Over Textual Materials</i>	390
<i>Checking Over Visual Aids</i>	390
Getting Feedback from Formal Reports and Proposals	391
<b>On the job: SOLVING A COMMUNICATION DILEMMA AT LEVI STRAUSS</b>	<b>393</b>
<b>SUMMARY OF LEARNING OBJECTIVES</b>	<b>393</b>
<b>TEST YOUR KNOWLEDGE</b>	<b>395</b>
<b>INTERACTIVE LEARNING</b>	<b>395</b>
<b>APPLY YOUR KNOWLEDGE</b>	<b>395</b>
<b>PRACTICE YOUR KNOWLEDGE</b>	<b>396</b>
<b>EXERCISES</b>	<b>396</b>
<b>CASES</b>	<b>397</b>
<b>REPORT WRITER'S NOTEBOOK IN-DEPTH CRITIQUE: ANALYZING A FORMAL REPORT</b>	<b>361</b>
<b>EFFECTIVE E-BUSINESS COMMUNICATION LINKING FROM INTRODUCTION TO TOPIC</b>	<b>383</b>
<b>GOING ONLINE RESEARCH REPORTS AND LEARNING BY EXAMPLE</b>	<b>385</b>
<b>CHECKLIST: PRODUCING FORMAL REPORTS AND PROPOSALS</b>	<b>392</b>
<b>GOING ONLINE EXERCISES RESEARCH REPORTS AND LEARNING BY EXAMPLE</b>	<b>402</b>

### **13 GIVING SPEECHES AND ORAL PRESENTATIONS 403**

<b>On the job: FACING A COMMUNICATION DILEMMA AT THE KEYS GROUP</b>	<b>403</b>
The Three-Step Oral Presentation Process	403
Step 1: Planning Speeches and Presentations	404
<i>Defining Your Purpose</i>	404
<i>Developing an Audience Profile</i>	405
Step 2: Writing Speeches and Presentations	406
<i>Organizing Your Speech or Presentation</i>	406
<i>Developing Your Speech or Presentation</i>	409
Step 3: Completing Speeches and Presentations	414
<i>Designing and Producing Visuals for Presentations</i>	414
<i>Mastering the Art of Delivery</i>	420
<b>On the job: SOLVING A COMMUNICATION DILEMMA AT THE KEYS GROUP</b>	<b>426</b>
<b>SUMMARY OF LEARNING OBJECTIVES</b>	<b>425</b>
<b>TEST YOUR KNOWLEDGE</b>	<b>428</b>
<b>INTERACTIVE LEARNING</b>	<b>428</b>
<b>APPLY YOUR KNOWLEDGE</b>	<b>428</b>
<b>PRACTICE YOUR KNOWLEDGE</b>	<b>428</b>
<b>EXERCISES</b>	<b>429</b>
<b>ACHIEVING INTERCULTURAL COMMUNICATION FIVE TIPS FOR MAKING PRESENTATIONS AROUND THE WORLD</b>	<b>405</b>
<b>GOING ONLINE SPEAK WITH FLAIR</b>	<b>406</b>
<b>EFFECTIVE E-BUSINESS COMMUNICATION SPEECHES THAT LIVE ON AND ON</b>	<b>419</b>
<b>SHARPENING YOUR CAREER SKILLS NERVES: THE SECRET WEAPON OF POLISHED PRESENTERS</b>	<b>421</b>
<b>CHECKLIST: SPEECHES AND ORAL PRESENTATIONS</b>	<b>424</b>
<b>GOING ONLINE EXERCISES SPEAK WITH FLAIR</b>	<b>430</b>

## **PART V Employment Messages 431**

---

### **14 WRITING RÉSUMÉS AND APPLICATION LETTERS 432**

<b>On the job: FACING A COMMUNICATION DILEMMA AT PINKERTON</b>	<b>432</b>
Building Toward a Career	432
Planning Your Résumé	433
<i>Analyze Résumé Components</i>	433
<i>Investigate Employment Opportunities and Information</i>	436
<i>Adapt Your Résumé to Your Audience</i>	437

- Writing Your Résumé 437  
*Organize Your Résumé Around Your Strengths* 438  
*Compose Your Résumé to Impress* 439
- Completing Your Résumé 446  
*Revise Your Résumé* 446  
*Produce Your Traditional Résumé* 446  
*Convert Your Résumé to an Electronic Format* 447  
*Proofread Your Résumé* 451
- Writing Other Types of Employment Messages 451  
*Application Letters* 451  
*Job-Inquiry Letters* 456  
*Application Forms* 457  
*Application Follow-Ups* 457
- On the job: SOLVING A COMMUNICATION DILEMMA AT PINKERTON** 458  
**SUMMARY OF LEARNING OBJECTIVES** 458  
**TEST YOUR KNOWLEDGE** 460  
**INTERACTIVE LEARNING** 461  
**APPLY YOUR KNOWLEDGE** 461  
**PRACTICE YOUR KNOWLEDGE** 461  
**EXERCISES** 462  
**CASES** 463
- USING THE POWER OF TECHNOLOGY NETTING A JOB ON THE WEB** 438  
**PROMOTING WORKPLACE ETHICS INFLATING YOUR RÉSUMÉ: IS IT WORTH THE RISK?** 445  
**CHECKLIST: WRITING RÉSUMÉS** 447  
**GOING ONLINE POST AN ONLINE RÉSUMÉ** 448  
**EFFECTIVE E-BUSINESS COMMUNICATION POSTING YOUR RÉSUMÉ ONLINE** 449  
**CHECKLIST: WRITING APPLICATION LETTERS** 456  
**GOING ONLINE EXERCISES POST AN ONLINE RÉSUMÉ** 465
- 15 INTERVIEWING FOR EMPLOYMENT AND FOLLOWING UP** 466  
**On the job: FACING A COMMUNICATION DILEMMA AT HERMAN MILLER, INC.** 466
- Understanding the Interviewing Process 466  
*The Typical Sequence of Interviews* 467  
*Types of Interviews* 467  
*What Employers Look For* 468
- Preparing for a Job Interview 469  
*Do Some Follow-Up Research* 470  
*Think Ahead About Questions* 470  
*Bolster Your Confidence* 474  
*Polish Your Interview Style* 475  
*Plan to Look Good* 475  
*Be Ready When You Arrive* 476
- Interviewing for Success 476  
*The Warm-Up* 477  
*The Question-and-Answer Stage* 477  
*The Close* 478  
*Interview Notes* 479
- Following Up After the Interview 479  
*Thank-You Message* 479  
*Letter of Inquiry* 480  
*Request for a Time Extension* 481  
*Letter of Acceptance* 481  
*Letter Declining a Job Offer* 483  
*Letter of Resignation* 483
- On the job: SOLVING A COMMUNICATION DILEMMA AT HERMAN MILLER, INC.** 485

SUMMARY OF LEARNING OBJECTIVES 484  
TEST YOUR KNOWLEDGE 486  
INTERACTIVE LEARNING 487  
APPLY YOUR KNOWLEDGE 487  
PRACTICE YOUR KNOWLEDGE 487  
EXERCISES 488  
CASES 488  
GOING ONLINE PLANNING FOR A SUCCESSFUL INTERVIEW 469  
SHARPENING YOUR CAREER SKILLS HOW TO CHECK REFERENCES AND STAY WITHIN THE LAW 470  
SHARPENING YOUR CAREER SKILLS INTERVIEW STRATEGIES: ANSWERING THE 16 TOUGHEST QUESTIONS 472  
CHECKLIST: SUCCEEDING WITH JOB INTERVIEWS 480  
EFFECTIVE E-BUSINESS COMMUNICATION THE FASTEST THANK YOU 481  
CHECKLIST: WRITING FOLLOW-UP MESSAGES 484  
GOING ONLINE EXERCISES PLANNING FOR A SUCCESSFUL INTERVIEW 489

## **Appendix A** FORMAT AND LAYOUT OF BUSINESS DOCUMENTS 491

First Impressions 491  
    *Paper* 491  
    *Customization* 491  
Letters 492  
    *Standard Letter Parts* 492  
    *Additional Letter Parts* 497  
    *Letter Formats* 500  
Envelopes 502  
    *Addressing the Envelope* 502  
    *Folding to Fit* 504  
    *International Mail* 504  
Memos 505  
E-Mail 506  
    *Header* 506  
    *Body* 508  
Time-Saving Messages 508  
Reports 508  
    *Margins* 508  
    *Headings* 509  
    *Spacing and Indentions* 509  
    *Page Numbers* 510  
Meeting Documents 510

## **Appendix B** DOCUMENTATION OF REPORT SOURCES 513

Chicago Style 513  
    *In-Text Citation—Chicago Style* 513  
    *Bibliography—Chicago Style* 514  
APA Style 516  
    *In-Text Citation—APA Style* 516  
    *List of References—APA Style* 516  
MLA Style 516  
    *In-Text Citation—MLA Style* 517  
    *Lists of Works Cited—MLA Style* 517

## **Appendix C** FUNDAMENTALS OF GRAMMAR AND USAGE 519

1.0 Grammar 519  
    1.1 Nouns 519

- 1.2 *Pronouns* 520
- 1.3 *Verbs* 522
- 1.4 *Adjectives* 524
- 1.5 *Adverbs* 525
- 1.6 *Other Parts of Speech* 525
- 1.7 *Sentences* 525
- 2.0 *Punctuation* 528
  - 2.1 *Periods* 528
  - 2.2 *Question Marks* 529
  - 2.3 *Exclamation Points* 529
  - 2.4 *Semicolons* 529
  - 2.5 *Colons* 529
  - 2.6 *Commas* 529
  - 2.7 *Dashes* 530
  - 2.8 *Hyphens* 530
  - 2.9 *Apostrophes* 531
  - 2.10 *Quotation Marks* 531
  - 2.11 *Parentheses* 531
  - 2.12 *Ellipses* 532
  - 2.13 *Underscores and Italics* 532
- 3.0 *Mechanics* 532
  - 3.1 *Capitals* 532
  - 3.2 *Abbreviations* 532
  - 3.3 *Numbers* 533
  - 3.4 *Word Division* 533
- 4.0 *Vocabulary* 533
  - 4.1 *Frequently Confused Words* 533
  - 4.2 *Frequently Misused Words* 534
  - 4.3 *Frequently Misspelled Words* 535
  - 4.4 *Transitional Words and Phrases* 536

## **Appendix D** CORRECTION SYMBOLS 537

- Content and Style 537
- Grammar, Usage, and Mechanics 538
- Proofreading Marks 539

- References R1
- Acknowledgements A1
- Name/Organization/Brand/Company Index I1
- Subject Index I7