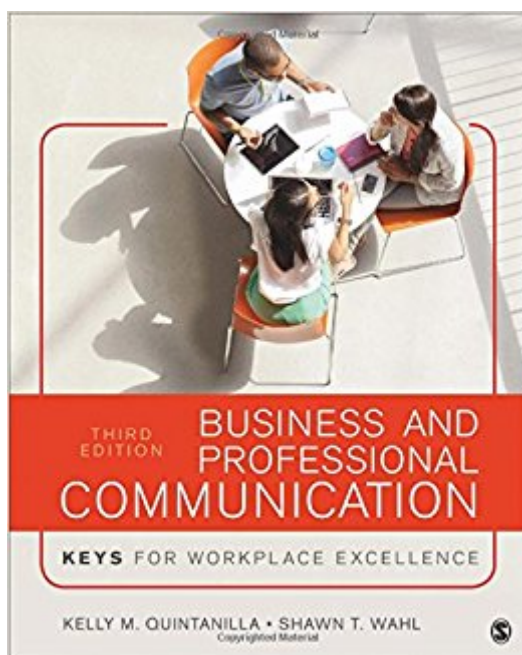


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# Business And Professional Communication: KEYS For Workplace Excellence



## Synopsis

Professional success requires excellent communication skills. Organized around the transition from student to professional life, *Business and Professional Communication, Third Edition* gives readers the tools they need to move from interview candidate to team member to leader. Kelly M. Quintanilla and Shawn T. Wahl help students understand the role communication plays when successfully handling situations like job interviewing, providing feedback to supervisors, and working in teams. The fully updated Third Edition includes expanded coverage of making competent choices in new communication channels, increased emphasis on skill building for business writing and presentations, and the effective use of visual aids.

## Book Information

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## Customer Reviews

Kelly M. Quintanilla is the Dean of the College of Liberal Arts at Texas A&M University-Corpus Christi. She earned her Ph.D. in Communication from the Pennsylvania State University in 1994, joining the A&M-CC faculty that same year. She was a Professor of the Communication for 16 years, teaching courses in Business & Professional Communication, Teamwork & Leadership, Organizational Communication, Public Relations, and Public Speaking. Additionally, she served as Department Chair/Program Coordinator in Communication from 2000-2009. Over the years, Dr. Quintanilla has received awards for her teaching, service, advising, and scholarship. She has also worked as an executive coach and an organizational communication consultant for a variety of industries. Although she loves her career, her greatest love is spending time with her husband,

Anthony and daughter, Logan on the sunny beaches of the South Texas. Shawn T. Wahl (PhD, University of Nebraska, Lincoln) is a professor of communication and head of the Department of Communication in the School of Communication Studies at Missouri State University (MSU). Prior to MSU, he served as head of the Department of Communication, Mass Media, & Theatre at Angelo State University and as the director of graduate studies at Texas A&M University, Corpus Christi. He is coauthor of *Nonverbal Communication for a Lifetime*, *Business and Professional Communication: KEYS for Workplace Excellence*, *Persuasion in Your Life*, *Communication and Culture In Your Life*, and *Public Relations Principles: Strategies for Professional Success*. Shawn has published articles in *Communication Education*, *Communication Research Reports*, *Communication Teacher*, *Journal of Family Communication*, and *Basic Communication Course Annual*. Shawn was a faculty participant in the National Communication Association Learning Outcomes in Communication project and is the 2016 President of the Central States Communication Association. In addition, Shawn has worked across the nation as a corporate trainer, communication consultant, and leadership coach in a variety of industries. Outside of his professional work, he enjoys spending time with his family and two Chinese pugs (Jake and Bentley).<sup>1</sup>

Name - Asim Shah  
*Business and Professional Communication KEYS for Workplace Excellent 3rd Edition*  
Review: One of the chapters that i thought would be of importance to discuss in this book was chapter three. This chapter emphasizes the importance of listening in the workplace and how not only do better listeners hold higher lever positions but also manage to execute tasks on a much more skillful level because they know what needs to be done. This chapter will teach you active listening techniques to accomplish listening success such as asking questions so that you better understand the message or using reflection to really consider the message. One of the techniques that i found in this book that is crucial in gaining listening success is the six step H.U.R.I.E.R model which stands for hearing, understanding, remembering, interpreting, evaluating, and responding. Not only will this chapter teach you ways to be a successful listener but it will also inform you on barriers that may make it tough for you to listen successfully. Barriers could include external noise such as a phone going off during a meeting or when a speaker includes too many details etc. Another chapter that i found to be important was chapter four. This chapter dealt mainly with resumes, interviews and negotiations. No matter who you are, in most cases if you want to make money you will need a job and a few things required for any job are a good resume, being a good interviewee, and learning the art of negotiation all things mentioned in chapter four. After reading this chapter i have learned that a good resume includes contact information and a highlight of my

skill sets along with all of my educational/work experience. Not only does this chapter tell you about what to include in your resume but also was format it should be in and much more. The next step is interviewing, and this chapter explains the different types of interviews you might encounter, along with important tips on how to execute your interview. The last step involves negotiating on salary and benefits and this chapter will teach you how to negotiate while looking out for what is best for both parties. This book is really neat because it contains information that everybody in the world should know if they wish to be successful in whatever it is that they do. It teaches you life principals such as how to properly communicate with people, the ideal way to get a job and ways to excel in that job, the importance of technology in the workplace, how to balance life and work, how to properly deliver a speech, etc. It also teaches you that believing and having confidence in your self is an extremely important factor and that goes for anything that you do in life if you wish to achieve. A lot of this book is focused on behavior inside the workplace, however, being respectful in the workplace is very similar to being respectful outside of the workplace. Both involve dealing and communicating with other people, listening to people above you, having confidence in yourself, etc. This book not only gives you an understanding of whats expected in the workplace, but also gives you specific techniques on how to excel in certain aspects. I would recommend this book to all of my friends and family and to people who want to generally succeed in all areas of life in and outside of the workplace.

While my course required the newest edition, my teacher did not mind which edition we used. Chapter are different, but it's all the same information. The newer addition goes in-depth on some topics but you're really not missing out much. It is a great book to use as reference for the rest of your life.

Didn't love the price but it came brand new without any problems.

This textbook was so easy to read. The subjects were well organized and not overly descriptive, which was great for this non-business student.

text book can't get great but the authors drone on a little more than I am used to

Perfect and easy to use. Very helpful in my class and can carry it in my pocket wherever I go now!

Easy to follow, neat and colorful examples.

This was a school book

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