



# Communicating for results: A guide for business and the professions

By Cheryl Hamilton

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This best-selling introduction to the basic concepts and techniques needed to communicate successfully in today's business world, is designed to improve the communication skills of entry-level managers and employees, and to serve as a reference for experienced professionals who wish to refresh or update their communication skills. Separate chapters on the communication process, organizational theory and culture, and interpersonal communication theory form the foundation for later discussions of critical listening, nonverbal communication, and obstacles to organizational communication. Two chapters are devoted to interviewing and two chapters examine small groups and leadership processes. Four final chapters offer guidance in informative and persuasive presentations, including full chapter coverage on language and delivery and full-chapter coverage on the use of visual aids.

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### **Bibliography**

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## **Editorial Review**

### **Review**

"[Communicating for Results'] approach gives students material to work with in the beginning that begins interpersonally and progresses to public communication. It helps prepare students for the real world workplace."

"The book also includes a good foundation for the study of communication in organizations, a necessary area of study for an overall understanding of the business climate."

"I like the textbook. I find it quite readable and interesting. The information is accurate and addresses current communication issues. Communication is not an option; everyone must communicate at all levels. This textbook gives students tools that will be helpful in becoming better communicators."

### **About the Author**

Cheryl Hamilton, an author well known for her writing style and award-winning teaching, understands the importance of communication as a lifelong skill. Also the author of COMMUNICATING FOR RESULTS, she has conducted a number of research studies, including one published in the COMMUNITY COLLEGE JOURNAL OF RESEARCH AND PRACTICE. Dr. Hamilton has presented more than 32 papers at professional conventions, including those sponsored by the National Communication Association, Southwest Educational Research Association, Western Communication Association, and Texas Speech Communication Association. She has conducted seminars for groups such as the National Property Management Association, Bell Helicopter Textron, U.S. Postal Department, North Central Regional Police Academy, and LTV Aerospace. A native of Illinois, she received her bachelor's degree from Eastern Illinois University; her master's degree from Purdue University in West Lafayette, Indiana; and her doctoral degree from the University of North Texas in Denton.

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