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Titolo	Get along, get it done, get ahead : interpersonal communication in the diverse workplace / / Geraldine E. Hynes
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Edizione	[First edition.]
Descrizione fisica	1 online resource (196 p.)
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Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references (pages 169-174) and index.
Nota di contenuto	Part 1. Communication cornerstones -- 1. Diversity appreciation -- 2. Cultural competence -- 3. The sequence for success -- Part 2. Get along -- 4. Strategies for finding out what's going on -- 5. Strategies for strengthening work relationships -- Part 3. Get it done -- 6. Strategies for communicating job expectations -- 7. Strategies for giving corrective feedback -- 8. Strategies for managing conflict -- 9. Strategies for detecting deception -- Part 4. Get ahead -- 10. Trends in the global work environment -- 11. Strategies for thriving in tomorrow's global workplace -- Appendix 1. Managerial communication competencies survey -- Appendix 2. Presentation rubric listener feedback about presentation -- Appendix 3. Work plan template -- Bibliography -- Index.
Sommario/riassunto	This book goes beyond descriptions of culture-bound business practices or prescriptions for valuing diversity. Because intercultural dynamics take place in domestic as well as multinational companies, all business professionals must be competent in interpersonal communication. This practical approach presents techniques for managers to reduce diversity miscues, strategies to respond to uncomfortable conversations, and innovative ways to bridge cultural gaps. Managers will learn how to build rapport and promote constructive behaviors in a diverse work environment. The book also offers guidelines for communicating internally as well as with external

stakeholders, including a section on how to develop employees' communication competencies through formal training.
