Contents

		Page
A	cknowledgements	v
Pr	reface	vii
	Introduction	vii
	Staffing	vii
	Students	vii
	Exercises	· vii
1	Introduction to communication	1
	1.1 What is communication?	1
	1.2 What's so special about communication?	4
	1.3 How do we communicate?	6
	1.4 People and communication	10
	1.5 Techniques for improved communication	12
2	Study skills	23
	2.1 How to improve your reading	23
	2.2 Making notes	28
3	Written communication	37
	3.1 Purpose	39
	3.2 Content	41
	3.3 Structure	42
	3.4 Drafting a letter	44
	3.5 Reports	45
	3.6 Forms and their function	46
	3.7 Word processing	51
4	Oral communication	57
	4.1 The importance of preparation	57
	4.2 Delivery	61
	4.3 Subject matter	63
	4.4 More practical advice on public speaking	64
	4.5 Telephone technique	68

5	Applying for a job	<i>7</i> 5
	5.1 Letter of application	75
	5.2 Application forms	78
	5.3 Curriculum vitae	82
	5.4 Which one gets the job?	85
6	Interviewing and being interviewed	91
	6.1 The interview	92
	6.2 The appointment board	94
	6.3 The employer's view	96
7	Internal communication	103
	7.1 Upward communication	104
	7.2 Downward communication	110
	7.3 Lateral communication	116
8	Effective meetings	121
	8.1 Preparation	122
	8.2 Conduct and strategies	124
	8.3 Follow-up and minutes	125
	8.4 Effective and ineffective groups	126
	8.5 Types and sizes of meeting	129
	8.6 Requisite skills	133
9	Taking sides	141
	9.1 Slanted comment	141
	9.2 Negotiation	143
	Further reading	153
	Index	155