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Communication Skills for Business Professionals, second edition, is a student-friendly introduction to effective communication in the workplace. Engagingly written, the text covers foundational topics such as audience, influence, channels, conflict and persuasion, before investigating more complex areas such as intercultural communication, virtual communication, researching in the era of 'fake news' and strategies for successful written communication.

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Printed in the United Kingdom at the University Press, Cambridge A catalogue record for this publication is available from the British Library ISBN 978-0-521-18198-3 Student 's Book with Audio CD

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