



# Workplace Communication: Process and Product

*Steven Gerson, Sharon Gerson*

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Emphasizes the writing process and gives readers a sound introduction to workplace communication. Unique in approach, the book is shorter than most, devoting coverage to all major topics of professional communication in an accessible and flexible style. Each chapter opens with real-life scenarios, offers before and after writing samples, includes writer's reflections and ends with application and learning exercises. Emphasizes how to transform thoughts and ideas into meaningful communications. Includes insights into why writers make certain communication decisions regarding word usage, organization, layout and tone. Emphasizes the importance of self-assessment, decision making, and techniques for solving writing-related problems. Includes information on blogs, instant messaging, Web sites, online help, email etc. A valid communication resource for all employees in any workplace.

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