**COMMUNICATION – FILL-IN-THE BLANK: SESSION 1**

**Business Communication: Process and Product – 9th Edition**

**Mary Ellen Guffey and Dana Loewy; Cengage Learning 2018 (ISBN: 978-1-305-95796-1)**

**Chapter One: Business Communication in the Digital Age**

In this increasingly complex, networked, and mobile environment, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ skills matter more than ever.

Employer surveys consistently show that strong communication skills are critical to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ job placement, work performance, career advancement, and organizational success.

Although interpersonal skills still matter greatly, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ effectively is critical.

Communicating clearly and effectively has \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ been more important than it is today.

Information \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ has changed how we work, play, and communicate.

As a knowledge worker in the skills economy, you can expect to be generating, processing, and exchanging \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

All workers from executives to subordinates, need to think \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

The following is a summary of the 3-point plan to help you think critically and solve problems competently:

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Identify some critical skills job seekers should offer:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Successful communication in new markets requires developing new \_\_\_\_\_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_\_\_\_\_.

In traditional companies, information flows through many levels of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ moved away from command and control to connecting and collaborating horizontally.

Today’s flatter organizations, however, also pose greater communication \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Many companies have created cross-functional teams to empower employees and boost their involvement in \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ communication functions can be summarized in three simple categories: (1) to inform, (2) to persuade, and (3) to promote goodwill.

Social media and other information technology coupled with flatter hierarchies have greatly changed the way people communicate \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ at work.

Although most businesses rely on email and digital files for communication, they still produce some paper-based \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Business communicators must be able to choose from a wide range of communication \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ the one most suitable to get the job done; that is, most likely to elicit the desired outcome.

Draft and Lengel’s \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Theory attempts to classify media in organizations according to how much clarifying information they are able to convey from a sender to a recipient.

The more helpful cues and immediate \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ the medium provides, the richer it is; face-to-face and on the telephone, managers can best deal with complex organizational issues.

For routine, unambiguous problems, however, media of lower \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ such as memos, reports, and other written communication, usually suffice.

Information within organizations flows through \_\_\_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_\_\_ communication channels.

Most organizations today share company news through consistent, formal \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ such as email, intranet posts, blogs, and staff meetings.

The \_\_\_\_\_\_\_\_\_\_\_\_ is an informal channel of communication that carries organizationally relevant gossip.

Managers can use the grapevine \_\_\_\_\_\_\_\_\_\_\_\_\_ by doing the following: (a) respecting employees’ desire to know, (b) increasing the amount of information delivered through formal channels, (c) sharing bad as well as good news, (d) monitoring the grapevine, and (e) acting promptly to correct misinformation.

\_\_\_\_\_\_\_\_\_\_\_\_\_ refers to conventional standards of right and wrong that prescribe what people should do.

As a business communicator, you should understand basic ethical principles so that you can make \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ decisions when faced with dilemmas in the workplace.

Dealing honestly with colleagues and customers develops \_\_\_\_\_\_\_\_\_\_\_ and builds strong \_\_\_\_\_\_\_\_\_\_\_\_.

The following 5 questions may help you resolve most ethical dilemmas:

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
5. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Ethics hold us to a higher standard than the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

**Chapter Two: Professionalism: Team, Meeting, Listening, Nonverbal, and Etiquette Skills.**

Most businesses seek employees who can get along and deliver positive results that increase \_\_\_\_\_\_\_\_\_\_ and boost their \_\_\_\_\_\_\_\_\_\_\_\_\_.

\_\_\_\_\_\_\_\_\_\_\_\_ are typically interested in four key areas: education, experience, hard skills, and soft skills.

Hard skills refer to the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ skills in your field.

Soft skills, however, are increasingly important in the \_\_\_\_\_\_\_\_\_\_\_\_\_\_-based economy of the digital era.

In addition, employers want efficient and productive \_\_\_\_\_\_\_\_\_\_\_\_\_\_ members.

Hiring managers expect you to have technical expertise in your field and know the latest \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ technology.

You will discover that the workplace is teeming with \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. You might find yourself a part of a work team, project team, cross-functional team, or some other group.

Teams are formed for the following 7 reasons:

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
5. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
6. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
7. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Four phases of team development include:

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is normal in team interactions, and successful teams are able to resolve it. But some teams avoid conflict. They smooth over and in doing so may fall victim to groupthink.

Groupthink is a term coined by theorist Irving Janis to describe \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ decision-making processes by team members who are overly eager to agree with one another.

Conditions that lead to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_: team members with similar backgrounds, lack of systematic procedures, demand for a quick resolution, and strong leaders who favor a specific outcome.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ teams avoid groupthink by striving for team diversity – in age, gender, background, experience, and training.

The way teams reach decisions greatly affects their morale and commitment, as well as the implementation of any \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

The use of teams has been called the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to many ills in today’s workplace.

Effective teams share some or all of the following characteristics:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

As you prepare to join the workforce, expect to attend \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ – lots of them.

As inevitable and commonplace as meetings are, most workers dread them. Nearly 50% of respondents in a Salary.com survey named “too many meetings” as the biggest \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ at work.

However, if meetings are well run, workers actually \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ more, not fewer, of them.

Although meetings are disliked, they can be career-\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

A face-to-face meeting provides the most nonverbal cues and other signals that help us \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ the intended meaning of words. Thus, an in-person meeting is the richest of available media.

Ideally, decision makers and people with the information necessary to make the \_\_\_\_\_\_\_\_\_ should attend.

Also attending should be people who will be responsible for \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ the decision and representatives of groups who will \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ from the decision.

Whether you are the meeting leader or a participant, it is important to act \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ during the meeting.

An effective leader lets others talk and tries to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ all participants.

Listening skills are \_\_\_\_\_\_\_\_\_\_\_\_ for career success, organization effectiveness, and worker satisfaction.

Two kinds of listening are important:

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ listening enables you to judge and evaluate what you hear.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ listening is necessary when you must discern, understand, and remember.

The following recommendations can help you improve your workplace listening effectiveness.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Understanding messages often involves more than merely \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to spoken words.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ communication includes all written and unspoken messages, whether intended or not.

Much like the personal appearance of an individual, the physical appearance of a business \_\_\_\_\_\_\_\_\_\_\_\_ transmits immediate and important nonverbal messages.

**Chapter Three: Intercultural Communication**

The global village predicted many years ago is here, making \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ communication skills even more important.

Confusion and clashes result from intercultural \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Learning more about the powerful effect culture has on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ will help you reduce friction and misunderstanding in your dealings with people from other cultures.

The changing landscape of business and society clearly demonstrates the need for technology savvy and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ around the world.

Career success and personal wealth depend on the ability to use \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ effectively.

As world commerce becomes more and more \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, another trend gives intercultural communication increasing importance: people are on the move.

As we seek to accommodate multiethnic neighborhoods, multinational companies, and an intercultural workforce, we can expect some \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to happen smoothly.

Other changes will involve conflict and resentment, especially for people losing their positions of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Learning to accommodate and manage intercultural change is an important part of the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ of any business communicator.

Comprehending the verbal and nonverbal meanings of a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is difficult even when communicators share the same culture. When they come from different cultures, special sensitivity and skills are necessary.

Culture may be defined as the \_\_\_\_\_\_\_\_\_\_\_\_\_\_ of values, traits, morals, and customs shared by a society.

The more you know about culture in general and your own culture in particular, the better able you will be to adopt an intercultural \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

To help you better understand your culture and how it contrasts with other cultures, we describe five key dimensions of culture:

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
5. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Cultures - Tend to be logical, analytical, and action oriented.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Cultures - Are more likely to be intuitive and contemplative.

An attitude of independence and freedom from control characterizes \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Members of high-context cultures are more \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

North Americans consider time a precious commodity to be conserved. They correlate \_\_\_\_\_\_\_\_\_\_\_ with productivity, efficiency, and money.

The Power Distance Index measures how people in different societies cope with \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_: in other words, how they relate to more powerful individuals.

People in low-and high-context cultures tend to communicate \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ with words.

Being aware of your own culture and how it contrasts with others is an important first step in achieving intercultural \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. Another step involves recognizing barriers to intercultural accommodation and striving to overcome them.

For improving effectiveness and achieving intercultural competence, one expert, M. R. Hammer, suggested that three processes or attitudes are effective.

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ refers to the use of concrete and specific feedback.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is an attitude that goes a long way in preventing defensive reactions from communicators.

Most important in achieving effective communication is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Following are suggestions to improve oral intercultural communication:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

In sending letters, emails, and other documents to business-people in other cultures, try to adjust your writing \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

The following suggestions can help you prepare successful written messages for intercultural audiences.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

While North American companies are expanding global operations and adapting to a variety of emerging markets, the domestic workforce is also becoming more \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Diversity can be a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ force within organizations. However, all too often it causes divisiveness, discontent, and clashes.

Harmony and acceptance do not happen automatically when people who are dissimilar work together. This means that organizations must \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to diversity.