

Name: _____

Human Relations in Organizations

Chapter Five: Interpersonal Skills: The Foundation of Human Relations

Identify and describe the two types of Organizational Communication:

Define the Grapevine:

Describe the Communication Process:

Identify and describe at least three Communication Barriers:

What is the difference between High Context and Low Context Cultures?

Explain the four guidelines we should use on getting feedback on messages we send:

Identify and describe Listening Tips:

Identify and describe the Five Response Styles:

Identify and describe the four Situational Communication Styles:

Describe the variables you should consider when selecting the appropriate Communication Style:

Explain how to properly deal with Emotional People:

Explain the Do's and the Don'ts for when you get Criticism:

Briefly share your thoughts on how the material outlined in this chapter can impact your life: