Complete These Questions After You Finish Reading the Chapter

1. How is the writing that you and your peers are practicing every day by texting, e-mailing, or instant messaging different from the writing business professionals expect in the workplace? Will your employer benefit from your informal writing?

2. How are listening skills important to employees, supervisors, and executives? Who should have the best listening skill?

3. In what ways do communication skills act as a career filter?

4. Do business professionals think that college graduates today are well prepared for the communication and writing tasks in the workplace?

5. What are soft skills?

6. Will the time and money spent on your college education and writing training most likely pay off?

7. List seven trends in the workplace that affect business communicators.

8. List 11 techniques for improving your listening skills.

9. Name at least five techniques that will help you build strong nonverbal skills.

10. What is ethnocentrism, and how can it be reduced?