



Communicating at Work: Strategies for Success in Business and the Professions (Communication)

By Ronald Adler, Jeanne Marquardt Elmhorst, Kristen Lucas

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This edition retains the hallmark features that have been praised by faculty and students--a strong emphasis on ethical communication and cultural diversity, discussions of evolving communication technologies, and self-assessment tools--while incorporating important updates and ground-breaking digital teaching and learning tools to help students better connect to the course material and apply it to real world business situations.

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Editorial Review

About the Author

Ronald B. Adler is professor emeritus at Santa Barbara City College. Throughout his career, he has specialized in the study of organizational and interpersonal communication. He is the author of *Confidence in Communication: A Guide to Assertive and Social Skills* and coauthor of *Understanding Human Communication, Interplay: The Process of Interpersonal Communication* as well as the widely used text *Looking Out/Looking In*. Professor Adler is a consultant for a number of corporate, professional, and government clients and leads workshops in such areas as conflict resolution, presentational speaking, team building, and interviewing.

Jeanne Marquardt Elmhorst is an instructor in communication studies at Central New Mexico Community College in Albuquerque, New Mexico. Her courses reflect the variety in the communication discipline: business and professional, public speaking, listening, intercultural, and interpersonal. Jeanne lived and taught in Asia for three years and continues to find opportunities to travel, study, and volunteer in other countries. She enjoys providing training for business and not-for-profit clients.

Kristen Lucas is an assistant professor in the Department of Management at University of Louisville, where she directs the business communication program. She teaches courses, conducts research, and facilitates management training sessions on organizational communication, workplace dignity, and careers. Her research has appeared in *Journal of Business Ethics*, *Management Communication Quarterly*, and *Journal of Applied Communication Research*.

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