



Oral Communication: Skills, Choices, and Consequences

Kathryn Sue Young, Howard Paul Travis

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The complexity of a diverse society requires communication competence—whether building a relationship, resolving conflicts, interviewing, securing a job, working in teams, or making a presentation. The third edition retains and enhances the hallmarks of the previous editions: exceptional price, refreshingly concise yet complete coverage, and an engaging style to encourage reader participation. This accessible exploration of communication skills provides practical advice punctuated with meaningful examples about acquiring the essentials to encode and decode messages appropriately and effectively. Objectives at the beginning of each chapter map the content, while key words and discussion questions at the end review the skills discussed. Numerous exercises build confidence about acquiring and using the tools necessary to be an effective communicator. In the exercises on ethical encounters, readers contemplate challenging situations. All of the exercises help readers analyze their skills, check their perceptions about themselves, and encourage them to think critically about the choices available—and the possible consequences of those choices. Professional perspectives throughout the book raise thought-provoking issues about communication in various contexts. Oral Communication, 3/E presents all the essentials for an introductory communication course in an affordable, pleasing, fun format.



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