



Business and Professional Communication: KEYS for Workplace Excellence

Kelly M. Quintanilla, Shawn T. Wahl

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Presenting an exciting new approach to teaching the core concepts and techniques of business and professional communication, **Business and Professional Communication: KEYS for Workplace Excellence, Second Edition** by Kelly M. Quintanilla and Shawn T. Wahl is organized in a way that best reflects the way that students transition from their student environment to their professional careers. Indeed, the fully updated **second edition** of this best-seller continues to focus on helping readers master the skills they need to move from interviewee to team member to leader, and provides unique coverage of some of the greatest challenges of today's workplace, such as the negative impacts of technology and achieving work-life balance. Incorporating coverage of the latest cultural, economic, and technological developments in the business world, the authors cover communication must-know concepts and skills through the application of their **Four Keys Process: Know yourself, Evaluate the professional context, Your communication interaction occurs, and Step back and reflect.**

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