



Get Along, Get It Done, Get Ahead: Interpersonal Communication in the Diverse Workplace

Geraldine E. Hynes

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This book goes beyond descriptions of culture-bound business practices or prescriptions for valuing diversity. Because intercultural dynamics take place in domestic as well as multinational companies, all business professionals must be competent in interpersonal communication. This practical approach presents techniques for managers to reduce diversity miscues, strategies to respond to uncomfortable conversations, and innovative ways to bridge cultural gaps. Managers will learn how to build rapport and promote constructive behaviors in a diverse work environment. The book also offers guidelines for communicating internally as well as with external stakeholders, including a section on how to develop employees' communication competencies through formal training.

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