



# Communication in Organizations: Basic Skills and Conversation Models

*Henk T. Van der Molen, Yvonne Gramsbergen-Hoogland*

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One of the most important requirements of leadership is effective communication. The idea that some people are natural leaders and that others will never learn to show good leadership is now outdated. It has been replaced by the conviction that leadership and communication skills can be learnt.

Providing a thorough introduction to skilled interpersonal communication, *Communication in Organizations* consists of three parts. Part I introduces basic communication skills, and makes a distinction between regulating skills, listening skills and sender skills. Part II considers a number of different dialogues: the interview used to gather information, the selection interview, the employment interview, the performance evaluation interview, the personal problems interview, handling complaints, breaking bad news, and the sales interview. Part III is dedicated to conversations in more complex group situations, discussing decision making, conflict management, negotiations and giving presentations.

Practical examples and concrete conversations are used to give students and professionals straight-forward advice on key leadership skills, including motivating people, delegating tasks, leading meetings and overseeing projects. This book will appeal to undergraduate and postgraduate students of psychology as well as those studying business, economics, and the hospitality industry.

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