

Chapter 8 Communication Skills

Section 8.2 Speech and Writing

Section Outline with Content and Academic Vocabulary

Section Outline

Speaking

Show Respect

Know the Purpose

Using Your Voice and Nonverbal Cues

Speaking Formally

Enumeration

Generalization with Examples

Cause and Effect

Compare and Contrast

Speaking on the Telephone

Writing

Basic Considerations in Writing

Developing a Writing Style

Use Language Effectively

Organize Your Thoughts

Forms of Written Communication

Letters

E-Mail

Memos

Business Reports

Company Publications

Meetings and Parliamentary Procedure

A Quorum

Order of Business

Content Vocabulary

persuade To convince someone to change an opinion in order to get him or her to do what you want. (p. 199)

enumeration A listing of items in order. (p. 200)

generalization A statement that is accepted as true by most people. (p. 200)

Academic Vocabulary

enhance To increase; to make better or more attractive. (p. 199)

sequence An order of steps; serial arrangement in which things follow in logical order or a recurrent pattern. (p. 200)