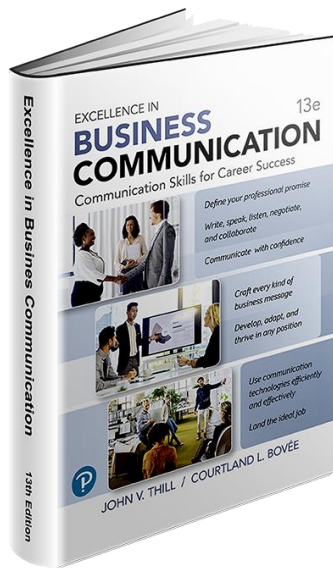


Excellence in Business Communication, 13th ed, by J. V. Thill and C. L. Bovee, Pearson, 2019



A new four-page, magazine-style feature “Empowering Communicators with Intelligent Communication Technology,” shows 15 applications of artificial intelligence and smart technology. This edition has two new chapters devoted to listening skills, nonverbal communication, conversational skills, conflict resolution, negotiation skills, teamwork, collaborative communication, meeting skills, and business etiquette.

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