



Business and Professional Communication: KEYS for Workplace Excellence

By 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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Business and Professional Communication: KEYS for Workplace Excellence By Kelly M. Quintanilla, Shawn T. Wahl Bibliography

- Sales Rank: #41610 in Books
- Published on: 2013-01-04
- Original language: English
- Number of items: 1
- Dimensions: .70" h x 8.00" w x 9.90" l, 1.32 pounds
- Binding: Paperback
- 400 pages

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Editorial Review

Review

“The most impressive aspect of the book is the way the organization reflects the sequence of experiences the typical college graduate is likely to experience when entering the workforce: transition from school to work, from entry level jobs to more responsibility, from team member to leader, and even how to achieve a work–life balance.” (Randy Duncan 2012-12-03)

About the Author

Kelly M. Quintanilla is the Dean of the College of Liberal Arts at Texas A&M University-Corpus Christi. She earned her Ph.D. in Communication from the Pennsylvania State University in 1994, joining the A&M-CC faculty that same year. She was a Professor of the Communication for 16 years, teaching courses in Business & Professional Communication, Teamwork & Leadership, Organizational Communication, Public Relations, and Public Speaking. Additionally, she served as Department Chair/Program Coordinator in Communication from 2000-2009. Over the years, Dr. Quintanilla has received awards for her teaching, service, advising, and scholarship. She has also worked as an executive coach and an organizational communication consultant for a variety of industries. Although she loves her career, her greatest love is spending time with her husband, Anthony and daughter, Logan on the sunny beaches of the South Texas.

Shawn T. Wahl (PhD, University of Nebraska, Lincoln) is a professor of communication and head of the Department of Communication in the School of Communication Studies at Missouri State University (MSU). Prior to MSU, he served as head of the Department of Communication, Mass Media, & Theatre at Angelo State University and as the director of graduate studies at Texas A&M University, Corpus Christi. He is coauthor of *Nonverbal Communication for a Lifetime*, *Business and Professional Communication: KEYS for Workplace Excellence*, *Persuasion in Your Life*, *Communication and Culture In Your Life*, and *Public Relations Principles: Strategies for Professional Success*. Shawn has published articles in *Communication Education*, *Communication Research Reports*, *Communication Teacher*, *Journal of Family Communication*, and *Basic Communication Course Annual*. Shawn was a faculty participant in the National Communication Association Learning Outcomes in Communication project and is the 2016 President of the Central States Communication Association. In addition, Shawn has worked across the nation as a corporate trainer, communication consultant, and leadership coach in a variety of industries. Outside of his professional work, he enjoys spending time with his family and two Chinese pugs (Jake and Bentley).

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