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### Excellence In Business Communication Test

Excellence in Business Communication, 12e (Thill/Bovee) Chapter 2 Collaboration, Interpersonal Communication, and Business Etiquette 1) As an approach to resolving conflict during team activities, a \_\_\_\_\_ proposes that both

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Excellence in Business Communication, 12e (Thill/Bovee) Chapter 5 Writing Business Messages 1) Which of the following statements that would appear in a business message best reflects the "you" attitude? A) You failed to enclose a check for \$25. B) We need a check from you for \$25 so that we can send the merchandise by May 15.

### Excellence in Business Communication, 12e (Thill/Bovee ...

Excellence in Business Communication, 12e (Thill/Bovee) Chapter 8 Writing Routine and Positive Messages 1) When making a routine request, you should begin with A) an indication of the importance of your request. B) a statement of who you are. C) a clear statement of the main idea or request. D) a question. E) a humorous comment. Answer: C

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ساتک ٲا اهل اب رب

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Chapter 2 explores multiple aspects of interpersonal communication: communicating in teams, collaborating on communication efforts, making meetings more productive, using meeting technologies, and improving the skills involved in listening, nonverbal communication, and business etiquette. CHAPTER OUTLINE Communicating Effectively in Teams