**COMMUNICATION
FOR BUSINESS AND
SECRETARIAL STUDENTS**

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Lysbeth A. Woolcott and Wendy R. Unwin: Communication for Business and Secretarial Students, *Second Edition*

Communication

for Business and
Secretarial Students

Lysbeth A. Woolcott, B.A.

*Senior Lecturer in Communication
Windsor and Maidenhead College*

Wendy R. Unwin, B.A.

*Senior Lecturer in Educational Technology
Windsor and Maidenhead College*

SECOND EDITION

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PREFACE

to the Second Edition

This new edition has been made necessary by changes in examinations over recent years, notably the introduction of the Business Education Council National Awards.

It follows closely the structure of the first, indeed the section headings remain unchanged. However, the authors are happy to have had the opportunity of making extensive changes to the text. More recent information and exercises have been introduced so that the work reflects the latest syllabuses and examinations of the London Chamber of Commerce, the Royal Society of Arts, the Scottish Business Education Council and the Department of Employment Training Opportunities Scheme. The scope of much of the book has been enlarged and it is hoped that some of the omissions and inelegancies of the first edition have been remedied.

July 1979

L. A. W.
W. R. U.

PREFACE

to the First Edition

This book is primarily intended for secretaries and would-be secretaries studying for examinations such as those of the London Chamber of Commerce, the Royal Society of Arts and the Scottish Business Education Council. The information will also be useful to students on other courses such as the Ordinary National Certificate and Diploma in Business Studies and the Department of Employment Training Opportunities Scheme.

The exercises in the book are intentionally broadly based and follow the authors' purpose in bringing together aspects of the study of communication which are tested in different examination papers, many of which do not bear the title 'Communication'. The book also offers guidance for use in practical office situations. For these reasons students will need specific knowledge which may be gained from a closer examination of the subject, a degree of common sense and initiative when applying broad principles to particular situations and the ability to apply knowledge of other disciplines.

July 1974

L. A. W.
W. R. U.

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