

People and Communication

Chris Webb

M

© (text) Chris Webb 1978

© (illustrations) Barry Jackson 1978

All rights reserved. No part of this publication may be reproduced or transmitted, in any form or by any means, without permission.

First published 1978 by
THE MACMILLAN PRESS LTD
London and Basingstoke
Associated companies in Delhi Dublin
Hong Kong Johannesburg Lagos Melbourne
New York Singapore and Tokyo

Typeset in 10/12 IBM by Illustrated Arts

British Library Cataloguing in Publication Data

Webb, Chris

People and communication.

1, Communication in organisations

I. Title

658.4'5

HD30.3

ISBN 978-1-349-81463-3

ISBN 978-1-349-81461-9 (eBook)

DOI 10.1007/978-1-349-81461-9

This book is sold subject to the standard conditions of the
Net Book Agreement.

The paperback edition of this book is sold subject to the condition that it shall not, by way of trade or otherwise, be lent, resold, hired out, or otherwise circulated without the publisher's prior consent in any form of binding or cover other than that in which it is published and without a similar condition including this condition being imposed on the subsequent purchaser.

Contents

<i>Preface</i>	iv
Introduction	1
Understanding the System	2
1. The Organisation	3
2. The People	23
Choosing the Method	31
3. Talking to People	33
4. Writing Effectively	47
Working Together	65
5. The Needs of the Individual	66
6. Working in Groups	79

Preface

This book is not an attempt to cover the whole of the Common Core Module 'People and Communication' for the BEC National Award. It is doubtful whether it would be appropriate to try and deal with such a syllabus in one textbook, even if it were possible. What the book aims to do is to provide a framework within which some of the objectives for the 'Operating' and 'Co-operating' parts of the syllabus can be achieved. The relevant objectives are spelled out at the beginning of each section, from which it can be seen that much of the material in this book may serve as little more than an introduction to more sophisticated and complex areas.

However, it is hoped that the book will provide a positive service in the following three ways: it attempts to bridge that area where 'Communication' crosses over into 'Human Relations', it tries to work from the basis of the students' own experiences towards the kind of theoretical material which the syllabus requires, and through the work-book style, it attempts to communicate some fairly sophisticated concepts through simple and enjoyable learning exercises. It is fully realised that many of the issues mentioned are too complex to be treated in a few pages. None the less an attempt has been made to introduce such topics in the hope that teachers and students alike can pursue them to a greater depth in their own manner and time, and enjoy so doing.