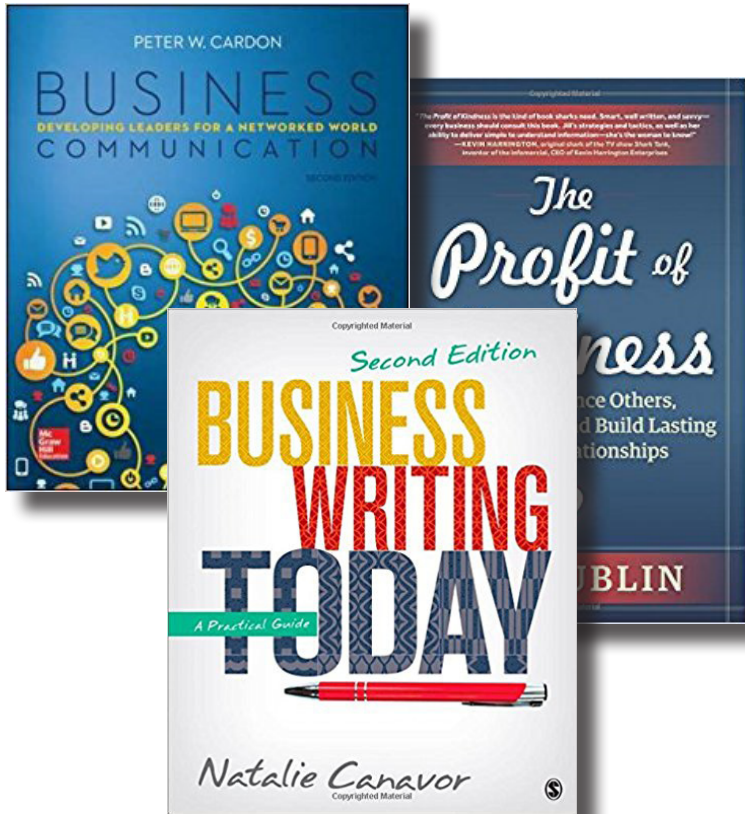


Information Resources Guide

2013 - 2017



# BUSINESS COMMUNICATION

## Other Related Terms:

Business English  
Business writing  
Commercial correspondence  
Communication in management  
Communication in organization

### A. BOOKS (Located at the General Collection Shelves near the Circulation Section)

1. Lublin, Jill. **(2017)**. The Profit Of Kindness: How to Influence Others, Establish Trust, and Build Lasting Business Relationships. Wayne, N.J.: Career Press. HF 5415.5 L825
2. Berinato, Scott. **(2016)**. Good Charts: The HBR Guide to Making Smarter, More Persuasive Data Visualizations. Boston Mass.: Harvard Business Review Press. HF 5718.22 B47
3. Cardon, Peter W. **(2016)**. Business Communication: Developing Leaders for A Networked World. New York: McGraw-Hill. HF 5718 C26 2016
4. Canavor, Natalie. **(2016)**. Business Writing Today: A Practical Guide. Second Edition. Los Angeles: Sage Publications. HF 5718.3 C36 2016
5. Dodd, Michael. **(2016)**. Great Answers to Tough Questions At Work. Chichester, West Sussex: Capstone. HF 5718 D636
6. Dwyer, Judith. **(2016)**. Business Communication Handbook. 10<sup>th</sup> Ed. Australia: Cengage Learning. HF 5718 D88 2016
7. Egnal, Bart. **(2016)**. Leading Through Language: Choosing Words That Influence and Inspire. Hoboken: N.J.: Wiley. HF 5718 E36
8. Gallo, Carmine. **(2016)**. The Storyteller's Secret: From TED Speakers to Business Legends, Why Some Ideas Catch On and Others Don't. New York: St. Martin's Press. HF 5718 G35
9. Garbis, Kerri. **(2016)**. Presentation Skills for Managers. 2<sup>nd</sup> Ed. New York: McGraw-Hill. HF 5718.22 G37 2016
10. Hynes, Geraldine E. **(2016)**. Managerial Communication: Strategies and Applications. 6<sup>th</sup> Ed. Los Angeles: SAGE. HD 30.3 H95 2016
11. Lehman, Carol M., Debbie Daniel DuFrene. **(2016)**. BCOM7. [2016 Ed. 7<sup>th</sup> Ed.]. Boston, Mass.: Cengage Learning. HF 5721 L34 2016

12. Murrell, Thomas A.C., Debbie Allen, John Stanley. **(2016)**. *Insider Secrets Of International Speaking: How to Deliver A Powerful Presentation In Any Market, Build An International Brand, and Impact The World With Your Message*. Singapore: McGraw-Hill. PN 4129.15 M87
13. Perlitz, Lee. **(2016)**. *Professional Business Skills*. 3<sup>rd</sup> Ed. Australia: Cengage Learning. HD 31 P47 2016
14. Talbot, Fiona. **(2015)**. *How to Write Effective Business English: Excel At E-mail, Social Media and All Your Professional Communications*. 2<sup>nd</sup> Ed. London: Kogan Page. PE 1479 B87T35 2016
15. Beckham, Jacob. **(2015)**. *Business Communication Skills*. New York: Arcler Press. HF 5718 B42
16. Coombs, W. Timothy. **(2015)**. *Ongoing Crisis Communication: Planning, Managing, and Responding*. 4<sup>th</sup> Ed. Los Angeles: SAGE Publications. HD 49 C66 2015
17. DeThomas, Arthur R., Stephanie A. Derammelaere and Steven Fox. **(2015)**. *Writing A Convincing Business Plan*. Fourth Edition. Hauppauge, New York: Barron's. HD 30.28 D47 2015
18. Doorley, John, Helio Fred Garcia. **(2015)**. *Reputation Management: The Key to Successful Public Relations and Corporate Communication*. Third Edition. New York: Routledge. HD 59 D66
19. Faulkner, Michael Lawrence. **(2015)**. *A Novice's Guide to Speaking In Public: 10 Steps to Help You Succeed In Your Next Presentation... Without Years Of Training!*. Indianapolis, IN: Pearson. PN 4129.15 F39
20. Garten, Frank. **(2015)**. *The International Manager: A Guide for Communicating, Cooperating, and Negotiating With Worldwide Colleagues*. Boca Raton: CRC Press, Taylor Francis Group. HD 62.4 G373
21. Gregory, Jane Brodie and Paul E. Levy. **(2015)**. *Using Feedback In Organizational Consulting*. Washington, D.C: American Psychological Association. BF 319.5 F4G74
22. Hartley, Peter and Peter Chatterton. **(2015)**. *Business Communication: Rethinking Your Professional Practice for The Post-digital Age*. 2<sup>nd</sup> Edition. New York: Routledge. HF 5718 H2915 2015
23. Hasson, Gill. **(2015)**. *How to Deal With Difficult People: Smart Tactics for Overcoming The Problem People In Your Life*. Hoboken, New Jersey: John Wiley and Sons, Inc. BF 637 I48H38

## Information Resources Guide

24. Holmes, Janet and Maria Stubbe. **(2015)**. Power and Politeness In The Workplace. Oxon;New York, NY: Routledge. HD 30.3 H653
25. Johnson-Sheehan, Richard. **(2015)**. Technical Communication Strategies for Today. 2<sup>nd</sup> Ed. Boston: Pearson. T 10.5 J64 2015
26. Kogon, Kory, Breck England, and Julie Schmidt. **(2015)**. Presentation Advantage: How to Inform and Persuade Any Audience. Dallas, Texas: BenBella Books. HF 5718.22 K64
27. Livermore, David. **(2015)**. Leading With Cultural Intelligence: The Real Secret to Success. Second Edition. New York: American Management Association. HD 57.7 L58 2015
28. Locker, Kitty O., Donna S. Kienzler. **(2015)**. Business and Administrative Communication. 11<sup>th</sup> Ed. New York: McGraw-Hill/Irwin. HF 5718 L63 2015
29. Markova, Dawna, Angie McArthur. **(2015)**. Collaborative Intelligence: Thinking With People Who Think Differently. New York: Spiegel Grau. HF 5718 M37
30. Newman, Amy, Scot Ober. **(2015)**. Business Communication: In Person, In Print, Online. 9<sup>th</sup> Ed. Australia: Cengage Learning. HD 30.3 O26 2015
31. Ulmer, Robert R., Timothy L. Sellnow, Matthew W. Seeger. **(2015)**. Effective Crisis Communication: Moving From Crisis to Opportunity. 3<sup>rd</sup> Ed. Los Angeles: SAGE. HD 49 U44 2015
32. Van Belleghem, Steven. **(2015)**. When Digital Becomes Human: The Transformation Of Customer Relationships. London;Philadelphia: Kogan Page. HF 5415.5 V34
33. Van Gorder, Chris. **(2015)**. The Front-line Leader: Building A High-performance Organization From The Ground Up. San Francisco: Jossey-Bass, A Wiley Brand. HD 57.7 V35
34. Walker, Robyn C. **(2015)**. Strategic Management Communication for Leaders. 3<sup>rd</sup> Ed. Australia: Cengage Learning. HF 5718 W337 2015
35. Art Of Conversation: Change Your Life With Confident Communication. **(2014)**. Chichester, UK: Capstone. E-Book/GALE Online Database
36. Barrett, Deborah J. **(2014)**. Leadership Communication. 4<sup>th</sup> Ed. New York: McGraw-Hill. HD 30.3 B387 2014
37. Bovee, Courtland L., John V. Thill. **(2014)**. Business Communication Essentials. 6<sup>th</sup> Ed. Boston: Pearson. HF 5718 B659 2014

38. Cardon, Peter W. **(2014)**. Business Communication: Developing Leaders for A Networked World. New York: McGraw-Hill Irwin. HF 5718 C26
39. Coombs, W. Timothy. **(2014)**. Applied Crisis Communication and Crisis Management: Cases and Exercises. Thousand Oaks, CA: SAGE Publications, Inc. HD 49 C662
40. Cornelissen, Joep. **(2014)**. Corporate Communication: A Guide to Theory and Practice. 4<sup>th</sup> Ed. Los Angeles: Sage. HD 30.3 C66 2014
41. Cramer, Kathryn D. **(2014)**. Lead Positive: What Highly Effective Leaders See, Say, and Do. San Francisco: Jossey-Bass Pfeiffer Imprints, Wiley. HD 57.7 C695
42. Foote, Cameron S. **(2014)**. The Business Side Of Creativity: The Comprehensive Guide to Starting and Running A Small Graphic Design Or Communications Business. Fourth Updated Ed. New York: W.W. Norton Company, Inc. NC 998.5 A1F66 2014
43. Glaser, Judith E. **(2014)**. Conversational Intelligence: How Great Leaders Build Trust Get Extraordinary Results. Brookline, MA: Bibliomotion. HD 30.3 G57
44. Glass, Russell, Sean Callahan. **(2014)**. The Big Data-driven Business: How to Use Big Data to Win Customers, Beat Competitors, and Boost Profits. Hoboken: Wiley. HF 5415.1265 G53
45. Guffey, Mary Ellen, Carolyn M. Seefer. **(2014)**. Business English. 11<sup>th</sup> Ed. Australia: South-Western. PE 1115 G83 2014
46. Haddow, George D., Jane A. Bullock, Damon P. Coppola. **(2014)**. Introduction to Emergency Management. 5<sup>th</sup> Ed. Waltham, MA: Butterworth-Heinemann, An Imprint Of Elsevier. HV 551.2 H3
47. Haddow, George D., Kim S. Haddow. **(2014)**. Disaster Communications In A Changing Media World. Amsterdam: Butterworth-Heinemann, An Imprint Of Elsevier. HV 551.2 H25
48. Hamilton, Cheryl. **(2014)**. Communicating for Result: A Guide for Business and The Professions. 10<sup>th</sup> Ed. Australia: Wadsworth. HD 30.3 H35 2014
49. Handley, Ann. **(2014)**. Everybody Writes: Your Go-to Guide to Creating Ridiculously Good Content. Hoboken, New Jersey: Wiley. HF 5415.1265 H357
50. Hechanova, Ma. Regina M., Mendiola Teng-Calleja, Vanessa C. Villaluz,

## Information Resources Guide

- Editors. **(2014)**. Understanding The Filipino Worker and Organization. Quezon City: ADMU Press. HD 58.7 U534
51. Kasian-Lew, Dionne. **(2014)**. Social Executive: How to Master Social Media and Why It's Good for Business. Australia: Wiley. HD 30.3 K38
  52. Lee, Margaret R. **(2014)**. Leading Virtual Project Teams: Adapting Leadership Theories and Communications Techniques to 21<sup>st</sup> Century Organizations. Boca Raton: Auerbach Publications. HD 69 P75 L44
  53. Locker, Kitty O. **(2014)**. Business Communication: Building Critical Skills. 6<sup>th</sup> Ed. New York: McGraw-Hill. HF 5718 L633 2014
  54. Murray, Charles. **(2014)**. Curmudgeon's Guide to Getting Ahead: Dos and Don'ts Of Right Behavior, Tough Thinking, Clear Writing, and Living A Good Life. New York: Crown Business. HF 5381 M84
  55. Newson, Doug, Jim Haynes. **(2014)**. Public Relations Writing: Form and Style. 10<sup>th</sup> Ed. Australia: Wadsworth/Cengage. HM 1221 N47 2014
  56. Palmer, Alan. **(2014)**. Talk Lean: Shorter Meetings, Quicker Results, Better Relations. Hoboken: Wiley. HF 5718 P34
  57. Putnam, Linda L., Dennis K. Mumby, Editors. **(2014)**. Sage Handbook Of Organizational Communication: Advances In Theory, Research, and Methods. 3<sup>rd</sup> Ed. Los Angeles: SAGE. HD 30.3 H3573 2014
  58. Quintanilla, Kelly M., Shawn T. Wahl. **(2014)**. Business and Professional Communication: Keys for Workplace Excellence. 2<sup>nd</sup> Ed. Los Angeles: SAGE. HF 5718 Q56 2014
  59. Rentz, Kathryn. **(2014)**. Lesikar's Business Communication: Connecting In A Digital World. 13<sup>th</sup> Ed. New York, NY: McGraw-Hill/Irwin. HF 5721 L37 2014
  60. Schaefer, Mark W. **(2014)**. The Tao Of Twitter: Changing Your Life and Business 140 Characters At A Time. Revised and Expanded New Edition. New York: McGraw-Hill Education. HF 5415.1265 S32 2014
  61. Singh, S.D. **(2014)**. Communication Management. New Delhi: Anmol Pub. HD 30.3 S554
  62. Shwom, Barbara, Lisa Gueldenzoph Snyder. **(2014)**. Business Communication: Polishing Your Professional Presence. 2<sup>nd</sup> Ed. Boston, Mass.: Pearson. HF 5718 S52 2014
  63. Walz, Jim. **(2014)**. SPeak Performance: Using The Power Of Metaphors to Communicate Vision, Motivate People, and Lead Your Organization to

Success. New York: Business Expert Press. HF 5718 W34

64. Adler, Ronald B. **(2013)**. Communicating At Work: Principles and Practices for Business and The Professions. 11<sup>th</sup> Ed. New York: McGraw-Hill. HF 5718 A33 2013
65. Archee, Raymond. **(2013)**. Communicating As Professionals. Australia: Cengage Learning. HD 30.3 C628 2013
66. Case Studies In Organizational Communication: Ethical Perspectives and Practices. **(2013)**. Edited By Steve May. 2<sup>nd</sup> Ed. Los Angeles: SAGE Publications. HD 30.3 C37 2013
67. Ferraro, Gary P. **(2013)**. Cultural Dimension Of Global Business. 7<sup>th</sup> Ed. Boston: Pearson. HD 2755.5 F48 2013
68. Gamble, Teri Kwal. **(2013)**. Leading With Communication: A Practical Approach to Leadership Communication. Thousand Oaks, Calif.: SAGE Publications. HD 57.7 G35
69. Guffey, Mary Ellen. **(2013)**. Essentials Of Business Communication. 9<sup>th</sup> Ed. Mason, OH: South-Western Cengage Learning. HF 5718.3 G84 2013
70. Gurak, Laura J., John M. Lannon. **(2013)**. Strategies for Technical Communication In The Workplace. Boston: Pearson. HF 5718 G87 2013
71. Kuiper, Shirley. **(2013)**. Contemporary Business Reports. Mason, OH: South-Western, Cengage Learning. 5<sup>th</sup> Ed. HF 5719 K84 2013
72. Lehman, Carol M. **(2013)**. BCOM3. Australia: South-Western. HF 5721 L34 2013
73. Locker, Kitty O., Donna S. Kienzler. **(2013)**. Business and Administrative Communication. 10<sup>th</sup> Ed. New York: McGraw-Hill/Irwin. HF 5718 L63 2013
74. Managing Corporate Communication: A Cross-cultural Approach /edited By Rossella Gambetti and Stephen Quigley. **(2013)**. Houndmills: Palgrave Macmillan. HD 30.3 M3624
75. Maxey, Cyndi. **(2013)**. Fearless Facilitation: The Ultimate Field Guide to Engaging (and Involving!) Your Audience. San Francisco, CA: Pfeiffer. HF 5718.22 M32
76. Ober, Scot, Amy Newman. **(2013)**. Communicating In Business. 8<sup>th</sup> Ed. Australia: South-Western/Cengage Learning. HD 30.3 O26 2013

**B. NON-PRINT (CD's, DVD's, VHS) (Located at the Information Commons Section)**

1. Powell, Mark. **(2011)**. Presenting In English: How to Give Successful Presentations. Andover, UK: Heinle. 2 Audio CD's. HF 5718.22 P69 2011
2. Schofield, James. **(2011)**. Workplace English. London: Harper Collins Pub. 1 CD-ROM (4 ¾ In.). PE 1128 S36
3. Effective Communication In Business [videorecording]. **(2010)**. [Australia: VEA,c2010]. 1 DVD-ROM. DVD 193 C.2 C.3
4. Universal Rules for A Successful Interview. **(2010)**. Australia: VEA Australia/New Zealand Pty. 1 CD-ROM (4 ¾ In.). DVD 211
5. Belch, George F. **(2009)**. Advertising and Promotion [videorecording]. 8<sup>th</sup> Ed. [Boston]: McGraw-Hill. 3 Videodiscs. DVD 150
6. Breakthrough Listening: Essential Skills for Improving Communication and Cooperation In Your Workplace [videorecording]. 1 Videodisc (20 Mins.). DVD 080
7. Communicating With Tact, Candor and Credibility [videorecording]. **(2008)**. [Chicago, IL]: Learning Seed. [Chicago, IL]: Learning Seed. DVD 157
8. Widener, Chris. **(2008)**. The Art Of Influence Will Make You Think Twice About Everything You've Ever Learned About Influence. As Chris Widener's Inspiring Story Reveals Its Not Something You "do" to Other People.... New York: Random House Inc. 2 CD-ROMs. CD 062
9. Conflict Management [videorecording]. **(2007)**. Australia: Video Education Australasia. 1 DVD ROM (27 Mins.). DVD 161
10. Customer Service [videorecording]. **(2007)**. Australia: Video Education Australasia. 1 DVD ROM (26 Mins.). DVD 159
11. Writing In The Workplace [videorecording]. **(2007)**. Australia: Video Education Australasia. 1 DVD ROM (23 Mins.). DVD 158
12. Conflict Management. **(2006)**. Australia: VEA Australia/New Zealand Pty. 1 CD-ROM (4 ¾ In.). DVD 212
13. Customer Service. **(2006)**. Australia: VEA Australia/New Zealand Pty. 1 CD-ROM (4 ¾ In.). DVD 219
14. Communicating for Success. **(2006)**. 3<sup>rd</sup> Ed. Mason, OH: Thomson/South-Western. HF 5718 H93 2006



15. Nature Of Workplace Communication. **(2006)**. Australia: VEA Australia/New Zealand Pty. 1 CD-ROM (4 ¾ In.). DVD 218
16. Negotiation In The Workplace. **(2006)**. Australia: VEA Australia/New Zealand Pty . 1 CD-ROM (4 ¾ In.). DVD 216
17. Writing In The Workplace. **(2006)**. Australia: VEA Australia/New Zealand Pty. 1 CD-ROM (4 ¾ In.). DVD 217
18. How to Say It [videorecording]. Mill Valley, CA: Kantola Productions,c[200-]. 1 DVD ROM (18 Mins.) DVD 134
19. The Power Of Persuasion [videorecording]. Mill Valley, CA: Kantola Productions. 1 Videodisc (55 Min. DVD 178

### C. ELECTRONIC JOURNALS at EBSCOHOST Online Database

1. [Business Communication Quarterly](#)  
Bibliographic Records: 03/01/1993 to present  
Full Text: 03/01/1993 to present  
Description: Articles, reviews, original research, and news of note on issues of teaching and practice in business communication for members of the Association for Business Communication.
2. [Bulletin of the Association for Business Communication](#)  
Bibliographic Records: 03/01/1993 to present  
Full Text: 03/01/1993 to present  
Description: Articles, reviews, original research and news of note on issues of teaching and practice in business communication for members of the Association for Business Communication.
3. [Communication Briefings](#)  
Bibliographic Records: 05/01/2009 to present  
Full Text: 05/01/2009 to present  
Description: Provides information on how to improve employees' communication skills.
4. [Communication Skills for Managers, 5<sup>th</sup> Edition](#)  
Bibliographic Records: 05/01/2009  
Full Text: 05/01/2009  
Description: Teaches how to utilize techniques to improve communication skills by increasing reading, writing, speaking, and listening proficiency.

5. [Communicative Business. Italian Research Review on Business Communication](#)  
Bibliographic Records: 12/01/2009 to -  
Full Text: 12/01/2009 - 2010  
Description: Topics include advertising, integrated marketing communications, corporate public relations, sponsorship, event management, and internal communication.
6. [ICFAI Journal of Soft Skills](#)  
Bibliographic Records: 03/01/2008 to present  
Full Text: 03/01/2008 to present  
Changed to IUP Journal of Soft Skills  
Description: Publishes articles focusing on the application of various concepts to communication and behavioral aspects of personal effectiveness; also addresses organizational/corporate, interpersonal, and global communication.
7. [Global Business Languages](#)  
Bibliographic Records: 01/01/2009 to present  
Full Text: 01/01/2009 to present  
Description: Contains articles on issues related to foreign languages, and English as a second language, taught for specific purposes (business, sciences, hotel and restaurant, law, etc.).
8. [Harvard Business Review](#)  
Bibliographic Records: 10/01/1922 to present  
Full Text: 10/01/1922 to present  
Description: Written for upper level management. Presents analysis of management problems and helpful commentary on advanced thinking and practice in all fields of management and administration.
9. [Harvard Management Communication Letter](#)  
Bibliographic Records: 05/01/1999 to 04/01/2006  
Full Text: 05/01/1999 to 04/01/2006  
Description: Provides help in using the tools of management communications effectively, correctly & persuasively to increase your impact & advance your career.
10. [Journal of Business Communication](#)  
Bibliographic Records: 09/01/1963 to present  
Full Text: 09/01/1963 to present  
Description: Articles of original research that develops or advances business, managerial or organizational communication theory or knowledge and all conceptual models and descriptive studies that make an important contribution to business communication theory.

11. MIT Sloan Management Review

Bibliographic Records: 04/01/1960 to present

Full Text: 09/01/1996 to 09/02/2004

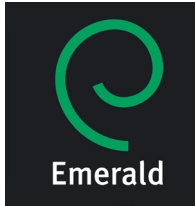
Description: Refereed articles, commentary and reviews by management academics, consultants and practitioners on what's most useful in current management theory and practice and cross-functional perspectives on management issues written for professional managers. decision making processes, and direct brand experience.

## Online Resources

Companies,  
Markets &  
Industries  
Reports



### E-Journals



### E-Books / Videos



Prepared May 2017  
Information Commons Section  
899-7691 loc. 2005