



Communication: A Bibliography

Prepared by the staff of the *Merrett R. Stierheim Urban Affairs Department*

The Communication competency focuses on fostering open and honest communication and facilitating multi-way communication internally and externally. Communication competency involves providing clear, consistent verbal and non-verbal messages to support the vision and strategy of the organization. This competency also requires communicating effectively and timely through technical writing, presentations and reports.

Books & Manuals

- Fine, D. (2008). [*The fine art of the big talk: how to win clients, deliver great presentations, and solve conflicts at work.*](#) New York: Hyperion Books.
Call Number: 658.45 FINE
- Goldstein, N., Martin, S., and Cialdini, R. (2008). [*Yes! : 50 secrets from the science of persuasion.*](#) New York: Free Press.
Call Number: 658.45 GOLD
- Hogan, K. (2008). [*The secret language of business: how to read anyone in 3 seconds or less.*](#) Hoboken, N.J.: John Wiley & Sons.
Call Number: 153.69 HOGA
- Jones, F. (2008). [*How to wow: proven strategies for presenting your ideas, persuading your audience, and perfecting your image.*](#) New York: Ballantine Books.
Call Number: 658.45 JONE
- Klaus, P., Rohman, J., and Hamaker, M. (2007). [*The hard truth about soft skills: workplace lessons smart people wish they'd learned sooner.*](#) New York, NY: Collins.
Call Number: 650.1 KLAU
- Kranz, G. (2007). [*Communicating effectively : write, speak, and present with authority.*](#) New York, NY: Collins.
Call Number: 658.45 KRAN
- Reiman, T. (2007). [*The power of body language: how to succeed in every business and social encounter.*](#) New York: Pocket Books.
Call Number: 153.69 REIM
- Seigel, G. (2008). [*The mouth trap : strategies, tips, and secrets to keep your foot out of your mouth.*](#) Franklin Lakes, NJ: Career Press.
Call Number: 651.73 SEIG

Electronic Journal & Newspaper Articles

(2007). Conducting routine revenue operations meetings: link to success. *Health Care Biller*, 16.4: 10.

(2007). There's No Shame In Being A Pro: Maintaining The Professional Approach To All Communications. *The CPA Technology Advisor*, 17.2: 25.

Gallo, C. (2008). Your Employees Are Dying to Be Heard; Poor workplace communication could be costing you business in more ways than you might imagine. Here's what you can do to improve it. *Business Week Online*.

Imberman, W. (2008). Money talks: while many large operators offer a variety of motivational rewards, employees respond best to economic incentives. *American Drycleaner*, 74.12: 70.

Olsztynski, J. (2007). We've got failure to communicate. *Snips*, 76.8: 96.