

Answer the questions below in your own words. Do not copy from the power point slides

1. Describe communication
2. How does persuasion and credibility relate to communication?
3. What is a communication channel? What are different types of channels?
4. What are non-verbal signals?
5. How can communication be improved?
6. How is culture related to communication?
7. Describe perception and how it influences communication.
8. What is conflict and how do we deal with it?
9. Describe Negotiation in detail (i.e. How to negotiate, pitfalls for negotiation, ethics, etc.)