

## Internet Quest



### Web of Culture

How does nonverbal communication differ around the world? Examine Web of Culture for gesture tips before your next international trip. Go to [www.mhhe.com/cec9](http://www.mhhe.com/cec9).

## Internet Quest



### Communicating With Sign Language

Many people with disabilities communicate through sign language. Explore the Online Sign Language Dictionary to see visuals of the alphabet, numbers, or basic phrases. Learn the basics of sign language at [www.mhhe.com/cec9](http://www.mhhe.com/cec9).

## REVIEW OF KEY POINTS

- Active listening is an important business skill. To become an active listener, one has to be aware of common barriers and learn how to avoid them. Active listeners prepare to listen.
- Barriers to active listening include physical and emotional distractions, a biased attitude toward the speaker, and talking instead of listening. To improve listening skills, one should summarize a speaker's main points and take notes.
- In a business meeting or a teleconference, an active listener will take notes, maintain eye contact, and formulate appropriate questions.
- To improve reading comprehension, one should scan the material before reading, preview charts and graphics, and take notes while reading.

## CASE 2.1

### Tactful Intervention

Janet Alvarez was recently hired as a medical transcriptionist in the medical practice of Drs. Vance and Davis. Both doctors use dictating equipment for their correspondence and reports. Janet is having difficulty understanding the medical terms that Dr. Vance uses, but Dr. Davis's recordings are quite clear.

At first, Janet thought she had a hearing problem. Then, she talked to another transcriptionist, who also has difficulty understanding Dr. Vance. Janet knows she must talk with Dr. Vance and ask her to speak more distinctly.

**How should Janet approach this problem with Dr. Vance? What might Janet say to Dr. Vance?**

# CHAPTER 2 REVIEW

## CASE 2.2

### Videoconferencing

Many companies have offices worldwide, which frequently makes it difficult to communicate on an immediate basis. MasterCard International has resolved this problem by using advanced videoconferencing to communicate with its executives. Meetings can be scheduled without employees ever leaving the building. This method of communicating saves the company time and money that would otherwise be spent on international travel.

**What skills covered in this section do you think employees must use to make these videoconferences productive?**

### CEC Online



Although you may think listening is an easy skill, it takes a lot of preparation to be an active listener. Visit [www.mhhe.com/cec9](http://www.mhhe.com/cec9) for information about effective listening.

## Communicating in Your Career

To maintain a competitive edge in a career, people read—they read about new concepts, new products, and even new regulations.

Why is it important to read about what is happening in your profession on a regular basis?

What kinds of material should a nurse or medical assistant be reading in order to stay up to date? Visit [www.mhhe.com/cec9](http://www.mhhe.com/cec9) for a sampling of scholarly and professional health-care journals.

## Ethics in Action

### Private Personnel Files

You work in the human resources department and have access to employee files. Your friend works in the production department and asks if you could find out the salary of a co-worker in her department. She would like to compare salaries before she asks for a raise during the annual review. What are the legal and ethical implications involved? Who are the affected parties?