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Business communication may also refer to internal communication: a communications director will typically manage internal communication and craft messages sent to employees. It is vital that internal communications are managed properly because a poorly crafted message could foster distrust or hostility among employees.

Introduction to Business Communications | Boundless Business

Murphy Skills for Effective Business Communication HKS at Harvard University 30SEP14 11 Use Active Listening Techniques Ask Questions: "How did you respond?" "What did you do next?" Show Empathy:! "I understand what you mean." "That sounds wonderful/ terrible." Ask for Details: "Tell me more about that...."! "Give me more details

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