

<<如何成功地交流>>

图书基本信息

书名：<<如何成功地交流>>

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内容概要

How to Communicate Successfully is one in a series of five books. There are seven chapters, each dealing with a different aspect of communicating.

There are several different sections in each chapter, and some may be more interesting and relevant to you than others. There is no need to read every section. I hope you will find it all interesting and entertaining, and that your reading of English will improve as well as your communicating.

Indicates that there is a question you should think about on your own.

Indicates that if you are reading the book with another person you should talk about this particular question with him or her.

You may be reading the book while studying English in a class, with a teacher, or you may be reading it at home in the evenings, or on a train, or anywhere else-it doesn't matter!What I do hope is that you enjoy reading about communicating successfully-in English!

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作者简介

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Conversational flowchart

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First stage

Second stage

How to argue

Do you really want to argue?

If you don't want to hurt the other person

Three ways of arguing

Ethos

Logos

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All three!

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How to observe the customer... YOU!

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Acknowledgements

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