



## Intercultural Business Communication (Sixth Edition)

By Lillian Chaney, Jeanette Martin

Pearson Education, 2014. Softcover. Book Condition: New. 5th or later edition. Contents 1. The Nature of Intercultural Communication 2. Universal Systems 3. Contrasting Cultural Values 4. Cultural Shock 5. Language 6. Oral and Nonverbal Communication Patterns 7. Written Communication Patterns 8. Global Etiquette 9. Business and Social Customs 10. Intercultural Negotiation Process 11. Intercultural Negotiation Components 12. Laws Affecting International Business and Travel Appendix A: Glossary Appendix B: Answers to Exercises Printed Pages: 298.



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