



Business Communication: Building Critical Skills

By Stephen Kyo Kaczmarek Kitty O. Locker



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Freedom. Flexibility. Focus.

Business Communication: Building Critical Skills was built to provide the ultimate in freedom, flexibility, and focused classroom. Broken into 30 modular chapters, this text provides topic-focused modules, allowing instructors to customize their resources piece-by-piece to best suite their course and teaching style. Each module has a strong workplace activity orientation, supporting students to build critical skills in writing, speaking, and listening. Locker/Kaczmarek is grounded in solid business communication fundamentals, and supports students to piece together what is needed to be a successful communicator for the 21st century.

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Editorial Review

About the Author

Kitty O. Locker was an Associate Professor of English at The Ohio State University, where she taught courses in workplace discourse and research methods. She received her B.A. from DePauw University and her M.A. and Ph.D. from the University of Illinois at Urbana. She also wrote *Business and Administrative Communication* (6th ed., Irwin/McGraw-Hill, 2003), *The Irwin Business Communication Handbook: Writing and Speaking in Business Classes* (1993), and co-edited *Conducting Research in Business Communication* (1988). Her consulting clients included URS Greiner, Abbott Laboratories, the Ohio Civil Service Employees Association, AT&T, and the American Medical Association. In 1994–95, she served as President of the Association for Business Communication (ABC). From 1997 to 2000, she edited ABC's *Journal of Business Communication*. She received ABC's Outstanding Researcher Award in 1992 and ABC's Meada Gibbs Outstanding Teacher Award in 1998.

Stephen Kyo Kaczmarek is an Assistant Professor at Columbus State Community College. He teaches business and technical communication, composition, creative writing, journalism, public relations, freshman experience, and courses in film and literature he has designed. Steve received an M.A. in English and B.A.s in journalism and English from Ohio State. His consulting clients have included Nationwide Insurance, The Ohio Historical Society, The Ohio Association of Historical Societies and Museums, The Ohio Museums Association, United Energy Systems, etc. Prior to joining Columbus State, Steve managed staff development and information for the Franklin County, Ohio, Commissioners.

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