



Answer the following questions. Please type out your answers.

Chapter 10: Presentations

1. In your own words, describe the communication process.
2. Through the use of examples, name/outline four hits, or methods of keeping an audience focused on your presentation.

Chapter 11: Negotiating Skills

3. Describe through the use of an example, a negotiation situation and the tactics you would use (or have used) to arrive at a mutually beneficial business arrangement.