**Chapter 6: Interpersonal Communication at Work**

**Video and Multimedia**

**LO 6.1.** Define interpersonal communication

**Video 1:** [Interpersonal Communication](https://www.youtube.com/watch?v=vWLJSPzTWzM)

**Description:** This video provide further explanation of what interpersonal communication is and when it takes place.

**Audio 1:** [Sisters Speak in “You Were Always Mom's Favorite”](https://www.npr.org/2009/09/08/112527898/sisters-speak-in-you-were-always-moms-favorite)

**Description:** An audio story with famed communication researcher Deborah Tannen that discusses interpersonal relationships in the context of sisters and sister relationships

**Web 1:** [What Is Interpersonal Communication in the Workplace?](http://study.com/academy/lesson/what-is-interpersonal-communication-in-the-workplace-definition-process-examples.html)

**Description:** Article discussing interpersonal communication and its processes

**LO 6.2.** Describe different kinds of workplace relationships

**Video 2:** [CNN News Special: Workplace Romances and Relationships](https://www.youtube.com/watch?v=9TXnNDsGEmI)

**Description:** An interview about workplace romances

**Audio 2:** [Sex at Work: Right or Wrong?](https://www.npr.org/templates/story/story.php?storyId=113609781)

**Description:** The audio news story deals with a sensitive workplace subject of sexual relationships in the workplace

**Web 2:** [How to Build Positive Workplace Relationships](http://www.careerealism.com/workplace-relationships/)

**Description:** An article that discusses positive relationship building in the workplace

**LO 6.3.** Explain the difference between professional and personal communication

**Audio 3:** [The Clash of Ages: How Technology Divides Workers](https://www.npr.org/templates/story/story.php?storyId=105751918)

**Description:** An audio story that discusses how younger workers are using social media during the day instead of working

**LO 6.4.** Discuss professional etiquette in the workplace

**Video 3:** [World-Class Business Etiquette Training](https://www.youtube.com/watch?v=Lqia3EeR6Jo)

**Description:** Description of business etiquette and manners

**Audio 4:** [To Foster Communication, Bay Area Boss Cut off E-mail](https://www.npr.org/2013/02/10/171602674/to-foster-communication-bay-area-boss-cut-off-email)

**Description:** A story about a workplace where the CEO launched an experiment of no company email for a week

**Web 3:** [15 Business Etiquette Rules Every Professional Needs to Know](http://www.businessinsider.com/business-etiquette-you-need-to-know-2013-7?op=1)

**Description:** Descriptions are provided of important etiquette rules to know in business situations.