

ABILITĂȚI DE COMUNICARE ÎN AFACERI

COMMUNICATIONS SKILLS IN BUSINESS

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Abstract: A good conversation, couple and even family relationship with business partners represent the most important ingredient in communication and inter-personal communication. Gestures represent another important issue in communication. They are actions that can tell a lot about what a person may think, even if he is not aware of these things. To identify positive and negative parts both in our behaviour and in others' to whom we have an inter-personal relationship with and improvement of our skills, we have a tour hand the listening skills, self-knowledge, empathy, body language, external appearance and control of our emotional states.

Keywords: communication, strategy, empathy, non-verbal language.