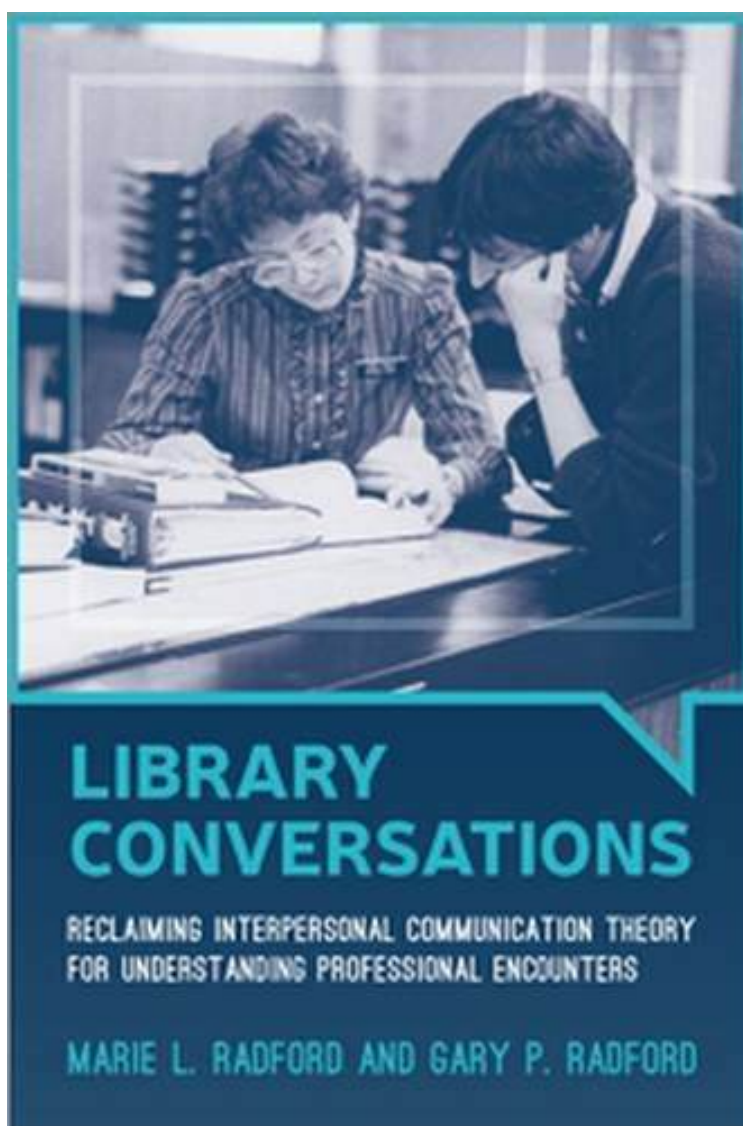


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Library Conversations: Reclaiming Interpersonal Communication Theory for Understanding Professional Encounters

By Marie L. Radford, Gary P. Radford

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The importance of being fully present in face to face as well as virtual interactions in the complex challenging and rapidly changing work environment of today s libraries cannot be overstated It means the difference between conversations that are clear non confrontational and productive and those that are unfocused awkward or even threatening nbsp From the reference desk and the community meeting to the board room the human resource office and the conferenc With examples of both face to face and virtual interactions in the text the book does well providing concrete examples of reframing interactions for professional use Yet the clearest comment is that interpersonal communication cannot be replicated example

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