



Up, Down, and Sideways: High-Impact Verbal Communication for HR Professionals

Patricia M. Buhler SPHR, Joel D. Worden

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Helping professionals navigate the changes in human resource roles, which have become increasingly complex in recent years, this business-savvy guide teaches how to effectively communicate “up” to superiors, “down” to subordinates, and “sideways” to peers. In addition to the general public and interpersonal speaking tips sprinkled throughout, the book specifically addresses the many roles and responsibilities of the HR professional and the ways in which their position is likely to become even more complicated in the foreseeable future. As strategic business partners, HR professionals interact with executives, line managers, rank-and-file employees, and outside stakeholders. With this increased visibility comes an opportunity to influence the organization and its strategic objectives. Whether in a generalist or specialist role, HR practitioners’ wide range of responsibilities can only be effectively met with strong communication skills and this book strives to contribute to the goal of honing that essential ability.

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