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Kommunikation findet auf verschiedenen Ebenen statt, häufig auch auf mehreren Ebenen gleichzeitig. Was beim Empfänger ankommt, ist dabei oft nicht das, was der Sender ausdrücken möchte. Über die Wirkung von Kommunikation entscheidet aber letztendlich der Empfänger. Wirkungsvolle Kommunikation nimmt daher immer den Empfänger in den Blick. Dieser kurze und dennoch umfassende Ratgeber zeigt Ihnen anhand vieler konkreter Beispiele, wie erfolgreiche Kommunikation funktioniert, welche grundlegenden Kommunikationsstrategien Sie privat und beruflich anwenden können und welche wirkungsvollen Tools Sie nutzen können, damit Ihre Botschaft beim Empfänger ankommt.

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