



# Business and Administrative Communication (Irwin Business Communications)

By Kitty Locker, Donna Kienzler

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**Business and Administrative Communication (Irwin Business Communications) By Kitty Locker, Donna Kienzler Bibliography**

- Sales Rank: #77443 in Books
- Published on: 2014-01-29
- Format: Abridged
- Original language: English
- Number of items: 1
- Dimensions: 11.10" h x 1.29" w x 8.50" l, .0 pounds
- Binding: Hardcover
- 768 pages

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### Editorial Review

#### About the Author

**Kitty O. Locker** was an Associate Professor of English at The Ohio State University, where she taught courses in workplace discourse and research methods. She received her B.A. from DePauw University and her M.A. and Ph.D. from the University of Illinois at Urbana. She also wrote *Business and Administrative Communication* (6th ed., Irwin/McGraw-Hill, 2003), *The Irwin Business Communication Handbook: Writing and Speaking in Business Classes* (1993), and co-edited *Conducting Research in Business Communication* (1988). Her consulting clients included URS Greiner, Abbott Laboratories, the Ohio Civil Service Employees Association, AT&T, and the American Medical Association. In 1994–95, she served as President of the Association for Business Communication (ABC). From 1997 to 2000, she edited ABC's *Journal of Business Communication*. She received ABC's Outstanding Researcher Award in 1992 and ABC's Meada Gibbs Outstanding Teacher Award in 1998.

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**Judy Sigmund:**

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