

Managers' Communication Style & Employee Attitudes

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Tess Kittelberger presents her Communication & Media Technologies thesis on Thursday, February 12, 2009 at 1:00 pm in 70-3435 (GCCIS- Golisano Bldg). Her thesis is entitled "The Relationship between Hotel Managers' Communication Styles and Subordinate Employee Attitudes and Personal Relationships."

Assertiveness and responsiveness are two qualities managers must possess to maintain an organizational work environment with employees. Kittelberger's research reveals that assertiveness and responsiveness relate to one another insofar as they do not overall affect the manager-subordinate personal relationship.