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By Meryl Runion, Susan Fenner

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As an office professional, you are the point person for critical day-to-day activities. That means effective communication with your manager and internal and external stakeholders is key to the success of your office and organization.

Perfect Phrases for Office Professionals has hundreds of ready-to-use phrases for any situation you're likely to face. From defining your role in the office to promoting interdepartmental communication to getting the credit you deserve, this handy, quick-reference guide provides the most effective language to:

- Establish a quality relationship with your manager
- Clarify and manage assignments
- Get results without formal authority
- Handle customer complaints like a pro

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About the Author

Meryl Runion, CSP, is the founder of SpeakStrong, Inc. **Susan Fenner, Ph.D.**, is the manager of Education and Events at the International Association of Administrative Professionals (IAAP).

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