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- **Learning Objectives:** They appear at the beginning of each chapter and enumerate the topics/concepts that the readers would gain an insight into after reading the chapter
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- **Tech World:** It throws light on the latest advancements in communication technology and how real-time business houses are leveraging them to stay ahead of their competitors
- **Communication Snippet:** It talks about real organizations/people at workplaces, their on-job communication challenges and their use of multiple communication channels to gain a competitive edge
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