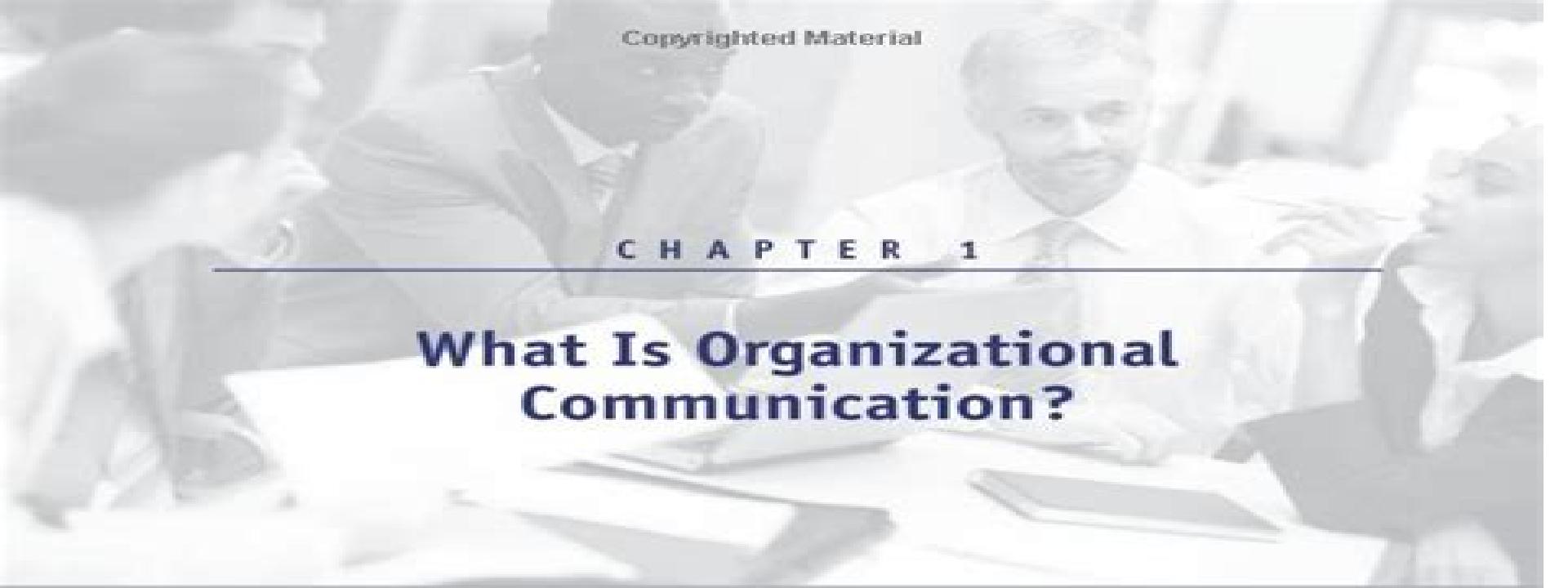


CHAPTER 1



What Is Organizational Communication?

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Humans are organizational animals; modern life is defined by organizations and corporations.

“Everything communicates.”

—Sergio Zyman, former Chief Marketing Officer, Coca-Cola

We are organizational beings. We go to work, attend college and church, do volunteer work, join social groups, shop at numerous stores, internalize thousands of commercials from large corporations, and participate in social media. Human beings are communicating, organizing creatures, and we define ourselves largely through our various organizational memberships and communicative connections.

As simple as this assertion is, it hides a rather complex reality. The organizations that define who we are—and our relationships to them—have become increasingly complicated. Indeed, as systems of communication, we largely take for granted organizations and their roles in our lives. In a 2005 commencement address at Kenyon College titled “What is Water?,” the late author David Foster Wallace told the following story: Two young fish are swimming along and run into an older fish, who nods at them in passing and says, “Mornin’.

Organizational Communication A Critical Approach

**Albert J. Mills,Jean C. Helm Mills,John
Bratton,Carolyn Forshaw**

Organizational Communication A Critical Approach:

Organizational Communication Dennis K. Mumby,2012-08-02 *Organizational Communication A Critical Perspective* introduces students to the field of organizational communication historically conceptually and pragmatically from a perspective grounded in critical theory and research Author Dennis K Mumby explores how the history of organizational communication theory and research is one that embodies and attempts to resolve the fundamental tensions and contradictions between the individual and the organization By taking a critical perspective to the history theories and research of organizational communication this text seeks to address the following how do we provide ourselves with the analytic and practical tools that will enable us to be more informed and critical consumers of and participants in organizational processes Put more broadly how do we learn to be better informed citizens who can participate effectively in and be advocates of organizational democracy This textbook squarely addresses this problem In keeping with this theme this text goes at great pains to explore the link between theory and practice Mumby shows how management theory and research is of vital importance to our understanding of daily struggles for control over work and organizing processes The critical perspective throughout helps students understand how over the course of the last 100 years corporations have sought more and more sophisticated methods of constructing our identities in ways that are commensurate with organizational world views and goals Features unique to this text include the combination of the following issues A thematic critical perspective on organizational communication with analysis of traditional and contemporary approaches to organizational communication Integrated discussion of ethics and technology A full chapter on gender and organizational communication A full chapter devoted to issues of organizational democracy

Organizational Communication Dennis K. Mumby, Timothy R. Kuhn,2018-11-29 While traditional in its coverage of the major research traditions that have developed over the past 100 years *Organizational Communication* is the first textbook in the field that is written from a critical perspective while providing a comprehensive survey of theory and research in organizational communication Extensively updated and incorporating relevant current events the Second Edition familiarizes students with the field of organizational communication historically conceptually and practically and challenges them to critically reflect on their common sense understandings of work and organizations preparing them for participation in 21st century organizational settings Linking theory with practice Dennis K Mumby and new co author Timothy R Kuhn skillfully explore the significant role played by organizations and corporations in constructing our identities

Organizational Behaviour in a Global Context Albert J. Mills, Jean C. Helm Mills, John Bratton, Carolyn Forshaw,2006-01-01 At last there is a lucid well written OB book which covers key issues required in OB teaching but which has a mind of its own Students and faculty will recognize this is more than standard fare Bill Cooke Manchester Business School **The Concise Encyclopedia of Communication** Wolfgang Donsbach,2015-05-04 This concise volume presents key concepts and entries from the twelve volume ICA International Encyclopedia of Communication 2008

condensing leading scholarship into a practical and valuable single volume Based on the definitive twelve volume IEC this new concise edition presents key concepts and the most relevant headwords of communication science in an A Z format in an up to date manner Jointly published with the International Communication Association ICA the leading academic association of the discipline in the world Represents the best and most up to date international research in this dynamic and interdisciplinary field Contributions come from hundreds of authors who represent excellence in their respective fields An affordable volume available in print or online *Understanding Organizations* Charles R. Bantz, 1993

Organizational Communication Daniel P. Modaff, Sue DeWine, Jennifer A. Butler, 2008 A clearly articulated treatment of organizational communication Organizational Communication utilizes interviews to explore communication and misunderstandings at all levels of the organization This book offers a unique perspective on the field of internal organizational communication The authors review the foundational material but intersperse the discussions with excerpts from interviews conducted with more than 100 leaders and workers in a variety of organizations Unlike other books in this field Organizational Communication explores organizational communication from the perspective of all organizational members not just management

The SAGE Encyclopedia of Quality and the Service Economy Su Mi Dahlgaard-Park, 2015-05-29

Society globally has entered into what might be called the service economy Services now constitute the largest share of GDP in most countries and provide the major source of employment in both developed and developing countries Services permeate all aspects of peoples lives and are becoming inseparable from most aspects of economic activity Quality management has been a dominating managerial practice since World War II With quality management initially associated with manufacturing industries one might assume the relevance of quality management might decrease with the emergence of the service economy To the contrary the emergence of the service economy strengthened the importance of quality issues which no longer are associated only with manufacturing industries but are increasingly applied in all service sectors as well Today we talk not only about product or service quality but have even expanded the framework of quality to quality of life and quality of environment Thus quality and services have emerged in parallel as closely interrelated fields The Encyclopedia of Quality and the Service Economy explores such relevant questions as What are the characteristics nature and definitions of quality and services How do we define quality of products quality of services or quality of life How are services distinguished from goods How do we measure various aspects of quality and services How can products and service quality be managed most effectively and efficiently What is the role of customers in creation of values These questions and more are explored within the pages of this two volume A to Z reference work **Fundamentals of Organizational Communication** Pamela Shockley-Zalabak, 1995 Fundamentals of Organizational Communication Fourth Edition presents the concepts of organizational communication within a unique competency based approach that incorporates personal knowledge interpersonal sensitivity communication skills and ethical values The text presents comprehensive coverage of major issues

in organizational communication such as organizational conflict leadership and ethical behavior New to this edition Expanded coverage of careers and organizational forms in the 21st century helps students prepare for their futures Chapter 7 Organizational Conflict includes new sections on sexual harassment discrimination and ethical abuses to address important workplace issues Ten new cases and a new essay on the feminist perspective in organizational communication provide immediate applications of key concepts in the text **Organization-Communication** George Barnett,1997-05-29 The systems approach to the study of organizational communication is undergoing a renaissance This volume brings together several essays from this emerging perspective from communication and systems analysts **Organizational Communication** Patricia Hayes Andrews,Richard T. Herschel,John E. Baird,1996 Addressing the remarkable changes in organizational communication resulting from the advent of technology and its applications in diverse organizational settings this text covers standard topics such as organization theory group communication leadership human relationships and ethics The book has dual themes the impact of technology both on the transmission of information within organizations and on the methods of collaboration among members of organizations and diversity and empowerment as important determinants of organizational effectiveness *Communication and Organizations* Linda Putnam,Michael E. Pacanowsky,1983-10 The contributors to this volume study the ways in which employees create messages and symbols and how they interpret the messages they receive What do these messages and their symbols tell us about organizational culture The contributors discuss the theoretical grounding of the approach and its relation to other perspectives They also show its usefulness in studies that examine leadership decision making power and organizational climate *Strategic Organizational Communication* Charles Conrad,Marshall Scott Poole,1998 Communication Judith S. Trent,1998 Intended to provide a century's end overview of where the entire field of communication is heading the speeches reprinted here were given at the 1996 national convention of the Speech Communication Association Some of the most prominent researchers active in the discipline were asked to review the state of the art in their area of specialization to limn new areas promising for study and to help chart the course for the further study into the next century Commissioned by Judith S Trent president of the National Communication Association the speeches reprinted here include valuable and insightful overviews from such diverse areas as interpersonal communication studies to examinations of the volatile realms of politics and organizations to discussions of emerging issues like gender health and education to descriptions of the contributions provided by critical lenses like social theory and cultural studies All provide a broad look at where the field is where it has emerged from and most importantly where it is going A joint venture of the National Communication Association and Allyn Bacon this volume will serve both as a text for graduate and undergraduate students taking courses like Communication Theory Communication Education and Introduction to Communication Studies and as a valuable resource for scholars and teachers in the field While Allyn Bacon will make this volume broadly available to its customers and to interested members of the profession free of charge the text

will also be available for course adoption at a reasonable price Proceeds from sales of the text for class adoption will be placed in a special fund administered by the National Communication Association and used to sponsor professional activities for graduate students at future annual national conventions **A First Look at Communication Theory** Emory A. Griffin,2006 Praised for its clear prose and straightforward presentation A First Look at Communication Theory uses a one theory per chapter approach and makes extensive use of examples to help make the theory come alive for students

Communication and Power in Organizations Dennis K. Mumby,1988 *Fundamentals of Organizational Communication* Pamela Shockley-Zalabak,2002 This text presents the concepts of organizational communication within a unique competency based approach that incorporates personal knowledge interpersonal sensitivity communication skills and ethical values Blending theory analysis and practice more extensively than any other text on the market Fundamentals of Organizational Communication provides an introduction to major organizational communication issues and theories and immediate application of the concepts presented Communication in Complex Organizations Terrance L. Albrecht,Betsy Wackernagel Bach,1997 By emphasizing multiple perspectives this text increases student awareness of the changing demographics in organizations Foundations of Organizational Communication Steven R. Corman,1995 Foundations of Organizational Communication 2 e is an engrossing collection of 36 classic and contemporary articles that highlight the basic issues themes and concepts of organizational communication **Communication in Everyday Life** Steve Duck,David T. McMahan,2020-01-07 Communication in Everyday Life The Basic Course Edition With Public Speaking offers an engaging look at the inseparable connection between relationships and communication Best selling authors Steve Duck and David T McMahan expertly combine theory and application to introduce students to communication fundamentals The book provides a strong foundation in communication concepts theory and research while helping readers master practical communication skills such as listening and critical thinking using technology to communicate understanding nonverbal communication creative persuasive strategies and managing group conflict The Third Edition includes enhancements to its proven pedagogical features that reflect updates in research cultural and societal changes and emerging issues **Organizational Communication and Behavior** Allan D. Frank,Judi Brownell,1989

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