

Communication in Organizations

Chapter
Twelve

Focus Questions

- What is organizational culture?
- How do rituals and routines express organizational values?

Focus Questions

- How do today's organizations differ from those of earlier eras?
- What are the advantages and disadvantages of personal relationships on the job?

Key Features of Organizational Communication

- Structure
- Communication networks
- Links to external environments

Organizational Culture

- Consists of ways of
 - thinking
 - acting
 - understanding work
- Shared by members of an organization
- Reflect an organization's distinct identity

Conveying Culture

- Vocabularies
- Stories
- Rites and rituals
- Structures

Vocabulary

- Hierarchical language
- Masculine language

Stories

- Corporate stories
- Personal stories
- Collegial stories

Rites

- Rites of passage
- Rites of integration
- Blaming rites
- Enhancement rites
- Renewal rites
- Conflict resolutions rites

Rituals

- Personal rituals
- Social rituals
- Task rituals

Structures

- Roles
- Rules
- Policies
- Communication networks

Guidelines for Communicating in Organizations

- Adapt to diverse needs, situation, & people
- Expect to move in & out of teams
- Manage personal relationships on the job

Summary

- Organizational Culture
- Conveying Culture
- Vocabulary
- Stories
- Rites
- Rituals
- Structures
- Guidelines for Communication in Organization