

## Chapter 7 Discourse In Organizations And Workplaces

Nursing Research Using Data Analysis: Qualitative Designs and Methods in Nursing is one book in a series of seven volumes that presents concise, how-to guides to conducting qualitative research -- for novice researchers and specialists seeking to develop or expand their competency, health institution research divisions, in-service educators and students, and graduate nursing educators and students.

Packed with case studies all based on original research, this volume investigates how various organizations exploit experience and knowledge to change their activities and understanding of the world. The volume addresses a variety of issue areas such as the US embargo against Cuba, food security, Colombian drug trafficking, terrorist groups, the Catholic Church, and foreign aid agencies.

Introducing Discourse Analysis: From Grammar to Society is a concise and accessible introduction by bestselling author, James Paul Gee, to the fundamental ideas behind different specific approaches to discourse analysis, or the analysis of language in use. The book stresses how grammar sets up choices for speakers and writers to make, choices which express, not unvarnished truth, but perspectives or viewpoints on reality. In turn, these perspectives are the material from which social interactions, social relations, identity, and politics make and remake society and culture. The book also offers an approach to how discourse analysis can contribute to lessening the ideological divides and echo chambers that so bedevil our world today. Organized in a user-friendly way with short numbered sections and recommended readings, Introducing Discourse Analysis is an essential primer for all students of discourse analysis within linguistics, education, communication studies, and related areas.

Here, discourse encompasses not only the multi-modal resources that people mobilize in organizational (inter)action, but also the practices and transformative dynamics afforded by those resources. The organizational changes highlighted in the book revolve around three dimensions of work that are increasingly coming to the fore: participation, boundary spanning and knowledging. This volume introduces readers to the central debates of organization studies through a series of 'point' and 'counterpoint' debates by major figures in the field. Introduces readers to the central tensions and debates of organization studies. Celebrates the productive heterogeneity of the field by placing competing perspectives side by side. Includes contributions from major figures in the field. Structured in an innovative 'point' and 'counterpoint' format.

The idea that international development aid needs to be better managed and coordinated gained currency in the early 1990s. The increasing emphasis on management has resulted in the present vogue of 'managing for development results' as one of the central tenets in the discourse on international aid. But how appropriate are these ideas, tools, and techniques for non-governmental development organizations (NGOs), and how much does geographic context matter? Examining the current debate on aid effectiveness and the role of NGOs in contributing to it, this book highlights the critical importance of understanding how the global and the local interact to increase aid efficacy and develop more culturally astute ways of managing NGOs. With a focus on NGOs active in sub-Saharan Africa as case studies, author Frederik Claeys demonstrates that NGOs are not mere passive recipients of management knowledge and practices emanating from the global governance structure of international aid, but actively engage with these ideas and practices to translate and rework them through a local cultural lens. This process results in the emergence of unique hybrid management systems that combine the pressure to become more business-like with the mission to satisfy the demands of the communities they serve.

A one-stop source for scholars and advanced students who want to get the latest and best overview and discussion of how organizations use rhetoric While the disciplinary study of rhetoric is alive and well, there has been curiously little specific interest in the rhetoric of organizations. This book seeks to remedy that omission. It presents a research collection created by the insights of leading scholars on rhetoric and organizations while discussing state-of-the-art insights from disciplines that have and will continue to use rhetoric. Beginning with an introduction to the topic, The Handbook of Organizational Rhetoric and Communication offers coverage of the foundations and macro-contexts of rhetoric—as well as its use in organizational communication, public relations, marketing, management and organization theory. It then looks at intellectual and moral foundations without which rhetoric could not have occurred, discussing key concepts in rhetorical theory. The book then goes on to analyze the processes of rhetoric and the challenges and strategies involved. A section is also devoted to discussing rhetorical areas or genres—namely contextual application of rhetoric and the challenges that arise, such as strategic issues for management and corporate social responsibility. The final part seeks to answer questions about the book's contribution to the understanding of organizational rhetoric. It also examines what perspectives are lacking, and what the future might hold for the study of organizational rhetoric. Examines the advantages and perils of organizations that seek to project their voices in order to shape society to their benefits Contains chapters working in the tradition of rhetorical criticism that ask whether organizations' rhetorical strategies have fulfilled their organizational and societal value Discusses the importance of obvious, traditional, nuanced, and critically valued strategies such as rhetorical interaction in ways that benefit discourse Explores the potential, risks, paradoxes, and requirements of engagement Reflects the views of a team of scholars from across the globe Features contributions from organization-centered fields such as organizational communication, public relations, marketing, management, and organization theory The Handbook of Organizational Rhetoric and Communication will be an ideal resource for advanced undergraduate students, graduate students, and scholars studying organizational communications, public relations, management, and rhetoric.

Electronic Inspection Copy available for instructors here Now in its Third Edition, this unique and highly esteemed text goes from strength to strength, continuing to offer: seamless coverage of the essential topics of organizational behaviour a realist's guide to management capturing the complex life of organizations (the paradoxical, emotional, insecure, self-confident, responsible, irresponsible) and delivers the key themes and debates in an accessible way interactive, instructive (and fun) learning aids and features, both in the text and on the Companion Website an attractive, easily navigable, full-colour text design a guide to further reading including hand-selected journal articles, many of which are available on the Companion Website. As well as cutting-edge content and features, the Third Edition now includes: clearer, more concise exposition of all you need to know about organizations expanded coverage of public-sector, informal and non-profit organizations additional discussion of international cultures revised case studies to cater for readers across the world at all levels of knowledge and experience a revisited Companion Website with longer case studies. Over the last seven years, more and more students and tutors have been won over by Managing and Organizations' coverage, wisdom and insight, and this new edition is a yet more essential guide to negotiating and understanding the bustling and complex life of organizations. Visit the Companion Website at [www.sagepub.co.uk/managingandorganizations3](http://www.sagepub.co.uk/managingandorganizations3)

To watch Tyrone Pitsis talk about the new edition of *Managing and Organizations* - [click here](#).

This book provides a better understanding of the changing roles of non-governmental organizations (NGOs) in promoting sustainability of small and medium-sized enterprises (SMEs) in Peru. The book focuses on the domains of organic production, business social responsibility and sustainable production. The innovative study uses a combination of network and discourse analyses to identify the main patterns and shifts in the roles of NGOs in order to deal with sustainability and the market. Two major contemporary sociological theories - ecological modernization theory and network society theory - are applied to frame the analysis. The in-depth analysis of international networks of NGOs operating in Peru provide valuable inputs in terms of changes in network and discourse patterns, and consequently, changing roles for NGOs. Remarkably, social movement, liberal market and sustainability viewpoints are generating new networks and new discourses, with a prominent position of national and international NGOs vis-à-vis SMEs, and in absence of the national state. Next to the usual 'watchdog' roles, NGOs are developing roles of 'helper' in order to answer to the market needs of SMEs. The analyses challenges Castells scheme of space of flows versus space of place and suggests considering in ecological modernization theory both ecological rationality and social rationality in order to advance environmental governance of SMEs in developing countries, particularly in Latin America.

Scholars, teachers, and practitioners of organizational, professional, and technical communication and rhetoric are target audiences for a new book that reaches across those disciplines to explore the dynamics of the Holocaust. More than a history, the book uses the extreme case of the Final Solution to illumine the communicative constitution of organizations and to break new ground on destructive organizational communication and ethics. *Deadly Documents: Technical Communication, Organizational Discourse, and the Holocaust—Lessons from the Rhetorical Work of Everyday Texts* starts with a microcosmic look at a single Nazi bureau. Through close rhetorical, visual, and discursive analyses of organizational and technical documents produced by the SS Security Police Technical Matters Group—the bureau that managed the Nazi mobile gas van program—author Mark Ward shows how everyday texts functioned as “boundary objects” on which competing organizational interests could project their own interpretations and temporarily negotiate consensus for their parts in the Final Solution. The initial chapters of *Deadly Documents* provide a historical ethnography of the SS technical bureau by closely describing the institutional and organizational cultures in which it operated and relating organizational stories told in postwar testimony by the desk-murderers themselves. Then, through examination of the primary material of their documents, Ward demonstrates how this Social Darwinist world of competing Nazi bureaucrats deployed rhetorical and linguistic resources to construct a social reality that normalized genocide. Ward goes beyond the usual Weberian bureaucratic paradigm and applies to the problem of the Holocaust both the interpretive view that sees organizations as socially constructed through communication and the postmodern view that denies the notion of a preexisting social object called an “organization” and instead situates it within larger discourses. The concluding chapters trace how contemporary scholars of professional communication have wrestled with the Nazi case and developed a consensus explanation that the desk-murderers were amoral technocrats. Though the explanation is dismissed by most historians, it nevertheless offers, Ward argues, a comforting distance between “us” and “them.” Yet, as Ward writes, “First, we will learn more about the dynamic role of everyday texts in organizational processes. Second, as we see these processes—perhaps inherent to all organized communities, including our own—at work even in the extreme case of the SS Technical Matters Group, the comforting distance that we now maintain between ‘them’ and ‘us’ is necessarily diminished. And third, our newfound discomfort may open productive spaces to revisit conventional wisdoms about the ethics of technical and organizational communication.”

In the past, contingency and neo-Marxist theorists of culture reduced culture to an effect of something other than itself and, as they made culture metaphorical, they constituted its object of inquiry — a somewhat impossible pretension. This book extends the debate considerably. It does so through considering the work of Foucault in the context of the analysis of culture. While Foucault has had a considerable impact on organization studies, up to the present no text has systematically addressed what happens to organization culture when it encounter a Foucauldian gaze. Read this book and you will find out. Stewart Clegg, UTS, Sydney

This book examines the social organizational discourse of task-oriented business meetings in a Kuwaiti financial organization and an American non-profit trade organisation. Focusing primarily on the linguistic behaviours demonstrating agency and power of managers and staff members displayed during these meetings, the project is based on ethnographic data collected during eight months of fieldwork. The author examines the similarities and differences between the linguistic behaviours of both organizations, particularly relating to the production of collective “we,” “us,” and “our” utterances and directive speech acts issued to explore how managers and co-workers perform agency and power in meetings. This distinctive book will shed light into the influence of language on the actions and relationships of managers and co-workers in business meetings, and will be of interest to applied linguists and discourse analysts in the field of business discourse in addition to business professionals in management and finance.

Written by two leading scholars in the field, this book is an essential guide to the theory and practice of coaching and mentoring. The 4th Edition features:

- New content on the definitional issues and the hybridization of coaching and mentoring
- Revised analysis on the research terrain of coaching and mentoring
- Careful consideration of the impacts of the Covid-19 pandemic on coaching and mentoring
- New and updated case studies and examples from a wide range of countries, including the USA, Africa, Saudi Arabia, Hong Kong, Russia, Australia, South America, the Czech Republic and Sri Lanka
- Updated activities, reflective questions and annotated further reading at the end of each chapter

This book also comes with an Instructor’s Manual and PowerPoint slides for lecturers to use in their teaching. Suitable reading for students on coaching and mentoring modules. Bob Garvey is Managing Partner of the Lio Partnership, a coaching and mentoring consultancy. Paul Stokes is a Principal Lecturer at Sheffield Hallam University and leads its MSc

Coaching and Mentoring programme.

An exciting new edition of our core textbook written specifically for students studying diversity management, it explores all of the key areas of managing diversity in modern organisations. Written by a team of leading experts drawn from nine different countries it provides an authoritative yet accessible and engaging account of the realities of diversity in the workplace and equips students with the frameworks, tools and techniques to understand and help develop and sustain inclusive and diverse organizations. Thoroughly updated throughout, this textbook is the ideal course companion for undergraduate, postgraduate and MBA modules in diversity management. New to this Edition: - Three new chapters on the highly important issues of diversity and teams, diversity and change, and critical reflections on diversity management - New coverage of key diversity challenges facing contemporary organizations - Brand new cases and vignettes highlighting real-world issues

A comprehensive survey of the ways in which linguistics is being used by researchers in a wide-range of interdisciplinary areas.

In studying discourse, the problem for the linguist is to find a fruitful level of analysis. Carlota Smith offers a new approach with this study of discourse passages, units of several sentences or more. She introduces the key idea of the 'Discourse Mode', identifying five modes: Narrative, Description, Report, Information, Argument. These are realized at the level of the passage, and cut across genre lines. Smith shows that the modes, intuitively recognizable as distinct, have linguistic correlates that differentiate them. She analyzes the properties that distinguish each mode, focusing on grammatical rather than lexical information. The book also examines linguistically based features that appear in passages of all five modes: topic and focus, variation in syntactic structure, and subjectivity, or point of view. Operating at the interface of syntax, semantics, and pragmatics, the book will appeal to researchers and graduate students in linguistics, stylistics and rhetoric.

This second edition reviews the field of business discourse, centring on the investigation of business language and communication as practice. It combines research-based discussions with innovative practical applications and promotes debate and enquiry on a range of competing issues, emerging from business discourse research and teaching practice.

This handbook provides a forum for leading researchers in organization theory to reflect on their own discipline: how it has developed and why; what sorts of knowledge claims it regards as acceptable and why; and where it may be, or should be, going.

A Dynamic New Approach to Organizational Change Dialogic Organization Development is a compelling alternative to the classical action research approach to planned change. Organizations are seen as fluid, socially constructed realities that are continuously created through conversations and images. Leaders and consultants can help foster change by encouraging disruptions to taken-for-granted ways of thinking and acting and the use of generative images to stimulate new organizational conversations and narratives. This book offers the first comprehensive introduction to Dialogic Organization Development with chapters by a global team of leading scholar-practitioners addressing both theoretical foundations and specific practices.

Contemporary Applied Linguistics Volume 2 Volume Two Linguistics for the Real World A&C Black

"Boje does not reflect trends, he is among those who set them" - Hervé Corvellec, Department of Service Management, Lund University "How can I know what I think until I see what David Boje says? What he says about storytelling will forever change what we thought we knew about stories. With remarkable control over a complex argument, Boje recovers, re-punctuates, and re-animates a world of narrative and sensemaking that we have previously taken for granted!" - Karl E. Weick, Rensis Likert Distinguished University Professor of Organizational Behavior and Psychology, Stephen M. Ross School of Business at the University of Michigan "Few people understand stories and storytelling as well as David Boje. It is a measure of Boje's success as a theorist that the word story can never reclaim the innocence and simplicity it once enjoyed. Nor, with the benefit of his work, can organizations be viewed as spaces which occasionally or incidentally spawn stories. Boje's eagerly awaited book forces us to question many of our assumptions about storytelling; it also demands that we revise several of our assumptions about what organizations are" - Yiannis Gabriel, The School of Management, Royal Holloway University of London "Our company is made up of lots of stories. We've found that 'stories' get told and retold and become the fabric of an organization. 'Policies' lay unread in the company handbook or training manual. David Boje taught me the value of stories in an organization. Stories are the 'oil' that makes the gears work. How do you get your message heard in an organization with thousands of people? David Boje taught me the value of telling stories at Stew Leonard's!" - Stew Leonard Jr., Stew Leonard Organization "David Boje is one of the world's leading authorities on storytelling. His work has influenced a generation of organizational theorists and students. He not only provides new ways of understanding organizations but also provides fresh insights into the way in which stories function to provide meanings" - Heather Höpfl, University of Essex The idea of organizations using 'storytelling' to make sense of themselves and their environment has generated a lot of excitement. Written by the leading scholar in this field, David Boje explores how narrative and storytelling is an important part of an organization's strategy, development and learning processes. With excellent examples from Nike, McDonald's and Disney, readers are shown how the theory that underpins organizational storytelling connects with storytelling in everyday organizational life. David Boje's theories and ideas in relation to the study of storytelling in organizations are highly influential and this book will be a 'must have' for any student or scholar interested in the area.

This book applies a reflective and critical gaze on the production of knowledge within management and organization studies. Seasoned scholars reflect on how we carry out research to provide insights into the assumptions and practices we employ, and how they affect the production and consumption of managerial knowledge and organization theory.

This collection shows students of English and applied linguistics ways in which language and literary study can be integrated. By drawing on a wide range of texts by mainly British and American writers, from a variety of different periods, the contributors show how discourse stylistics can provide models for the systematic description of, for example, dialogue in fiction; language of drama and balladic poetry; speech presentation; the interactive properties of metre; the communicative context of author/reader. Among the texts examined are novels, poetry and drama by major twentieth-century writers such as Joyce, Auden, Pinter and Hopkins, as well as examples from Shakespeare, Donne and Milton. Each chapter has a wide range of exercises for practical analysis, an extensive glossary and a comprehensive bibliography with suggestions for further reading. The book will be particularly useful to undergraduate students of English and applied linguistics and advanced students of modern languages or English as a foreign language.

This book offers an unprecedented account of the Serb Democratic Party's origins and its political machinations that culminated in Europe's bloodiest conflict since World War II. Within the first two years of its existence, the nationalist movement led by the infamous genocide convict Radovan Karadzic, radically transformed Bosnian society. It politically homogenized Serbs of Bosnia-Herzegovina, mobilized them for the Bosnian War, and violently carved out a new geopolitical unit, known today as Republika Srpska. Through innovative and in-depth analysis of the Party's discourse that makes use of the recent literature on affective cognition, the book argues that the movement's production of



