

THE CONSULTANT'S CRAFT

Improving Organizational Communication



Steven D. Harrison

The Consultants Craft Improving Organizational Communication

Jack Rabin, Gerald J. Miller



The Consultants Craft Improving Organizational Communication:

The Consultant's Craft Sue DeWine, 2000-11-29 Written by a widely respected communication scholar and working consultant The Consultant's Craft combines theoretical savvy with practical real world experience to guide students as they work to improve organizations communication practices

Organizational Communication Michael J. Papa, Tom D. Daniels, Barry K. Spiker, 2008 Communication in organizations has changed drastically since the release of the first edition of this bestselling textbook This fully revised and updated edition delves into state of the art studies providing fresh insights into the challenges that organizations face today Yet this foundational resource remains a cornerstone in the examination of classic research and theory in organization communication

[The Handbook of Communication Training](#) J Wallace, Dennis Becker, 2018-09-03 Communication remains a significant topic for job acquisition development and advancement As such there are no shortage of classes seminars and books written on the subject However there are few designed for the corporate consultant that are not aligned with some proprietary system traditional academic classrooms or author's speculation These tend to be either inaccessible questionable in their content or specifically aligned with the producers interests So where can the Communication trainers and consultants go to focus on fundamental touchstone research and practices The Handbook of Communication Training is a powerful template and first of its kind for communication practitioners and academicians who wish to strengthen their professional capabilities It also acts as a guide and standard for consumers and clients of these services The chapters within are an outgrowth of the National Communication Association's Training Development Division's desire to provide guidance structure and support for members and non members alike It is specifically targeted at those pursuing best practices regarding communication consulting coaching teaching and training The 7 Best Practices presented in this book represent capabilities that are foundational to the effective transfer of communication promotion and skill enhancement As such these practices and supporting chapters should appeal to novice and experts alike

Using Social Science to Understand and Improve Wildland Fire Organizations Gregory Larson, 2007 The wildland fire community has spent the past decade trying to understand and account for the role of human factors in wildland fire organizations Social research that is relevant to managing fire organizations can be found in disciplines such as social psychology management and communication However such research has been published primarily for scientific and business audiences and much of the fire community has not been exposed to it Here we have compiled and organized knowledge from a variety of social science disciplines so that it can be used to improve organizational practices related to firefighter and public safety to assess the effectiveness of safety campaigns and to improve firefighter safety trainings This annotated reading list summarizes approximately 270 books articles and online resources that address scientific and management concepts helpful for understanding the human side of fire management The first section Human Factors and Firefighting introduces readers to key workshops and writings that led to the recognition that human factors are prime ingredients of firefighter safety The

second section Foundations for Understanding Organizations consists of social science research that provides a foundation for understanding organizational dynamics This section includes readings on decision making and sensemaking organizational culture identification and identity leadership and change organizational learning and teams and crews The third section Understanding Organizations in High Risk Contexts explores organizations that deal regularly with risk uncertainty and crisis This section includes readings on risk and uncertainty high reliability organizing and crisis communication The publication concludes with Internet resources available for those interested in the management of fire organizations

The International Encyclopedia of Organizational Communication, 4 Volume Set Craig Scott, Laurie Lewis, 2017-03-06 The International Encyclopedia of Organizational Communication offers a comprehensive collection of entries contributed by international experts on the origin evolution and current state of knowledge of all facets of contemporary organizational communication Represents the definitive international reference resource on a topic of increasing relevance in a new series of sub disciplinary international encyclopedias Examines organization communication across a range of contexts including NGOs global corporations community cooperatives profit and non profit organizations formal and informal collectives virtual work and more Features topics ranging from leader follower communication negotiation and bargaining and organizational culture to the appropriation of communication technologies emergence of inter organizational networks and hidden forms of work and organization Offers an unprecedented level of authority and diverse perspectives with contributions from leading international experts in their associated fields Part of The Wiley Blackwell ICA International Encyclopedias of Communication series published in conjunction with the International Communication Association Online version available at Wiley Online Library Awarded 2017 Best Edited Book award by the Organizational Communication Division National Communication Association

Organizational Culture in Action Gerald W. Driskill, Angela Laird Brenton, 2005-01-12 In a cogent and easily accessible style it provides superb guidelines for observing interpreting and understanding the subtle and complex nuances of an organization s culture The integration of qualitative research methods with cultural analyses makes this text distinctive and valuable addition to any organizational communication class Linda Putnam Texas A M University The authors skillfully weave together theory application and their professional experiences to create a wonderfully useful book that meets the needs of students and practitioners Anyone who takes cultural analysis seriously should read this book Phillip G Clampitt University of Wisconsin Green Bay and Metacomm

Organizational Culture in Action fills a real resource gap It is a workbook in the most positive sense of the word It offers enough step by step guidance to give students the confidence they need to move forward independently At the same time it does not sidestep the theoretical complexities conflicts and confusions surrounding the world of organizational culture and cultural analysis The book is well conceived usefully structured and filled with application exercises that really make sense and are pedagogically justified My students found it to be both accessible and stimulating John Gribas Idaho State University

What is organizational culture And how might knowledge of culture improve our organizational performances This stimulating workbook guides students through data collection analysis interpretation and application of organizational culture data using a practical five step process It begins by explaining theories on which organizational culture is based It then provides guides for gathering information to help improve organizational performance Based on more than 20 years of experience in using this approach with hundreds of students the authors help students apply cultural insights to fostering diversity supporting organizational change making leadership more dynamic exploring the link between ethics and culture and making organizations more effective overall *Handbook of Strategic Management, Second Edition*, Jack Rabin, Gerald J. Miller, 2000-05-16 Revised and updated for the second edition the Handbook of Strategic Management provides a set of broad based bibliographic essays on strategic management It covers synoptic approaches complexity theory organizational capacity financing strategy networks and chaos theory and offers an in depth look the use of strategic management in the private public and nonprofit sectors The National Institute of Personnel Management called this book the most comprehensive single source treatment of strategic management New topics discuss the role of strategic management in political decision making uncertainty the absence of strategy productivity teamwork leadership and change *The Handbook for Working with Difficult Groups* Sandy Schuman, 2010-03-18 WE VE ALL EXPERIENCED the challenges associated with working with groups but The Handbook for Working with Difficult Groups turns the idea of difficult groups on its head Rather than view groups as inherently difficult it looks at the factors that make working with groups difficult Individual chapters focus on challenges such as involving dissenters building external perspectives reducing complaining adapting to cultural differences incorporating diversity facilitating inclusion working virtually resolving identity based conflict transforming unproductive behavior patterns preventing workplace harassment and strengthening accountability The book first provides a framework for thinking systemically about the many and varied ways in which working with a group can be difficult Building on that framework the contributors each address three basic issues How the group is difficult a description of a real group and the observable phenomena that reflect the group s difficulty Why the group is difficult an exploration of the underlying causes of the difficulty What you can do about it what you can do as a group facilitator leader or member to help the group **Routledge Handbook of Applied Communication Research** Lawrence R. Frey, Kenneth N. Cissna, 2009-07-21 The Routledge Handbook of Applied Communication Research provides a state of the art review of communication scholarship that addresses real world concerns issues and problems This comprehensive examination of applied communication research including its foundations research methods employed significant issues confronted important contexts in which such research has been conducted and overviews of some exemplary programs of applied communication research shows how such research has and can make a difference in the world and in people s lives The sections and chapters in this Handbook explain what constitutes applied communication scholarship encompassing a wide

range of approaches and clarifying relationships among theoretical perspectives methodological procedures and applied practices demonstrate the breadth and depth of applied communication scholarship review and synthesize literature about applied communication areas and topics in coherent innovative and pedagogically sound ways set agendas for future applied communication scholarship Unique to this volume are chapters presenting exemplary programs of applied communication research that demonstrate the principles and practices of such scholarship written by the scholars who conducted the programs As an impressive benchmark in the ongoing growth and development of communication scholarship editors Lawrence R Frey and Kenneth N Cissna provide an exceptional resource that will help new and experienced scholars alike to understand appreciate and conduct high quality communication research that can positively affect people s lives

Organizational Moral Learning Ryan Bisel, 2017-07-31 Winner of two National Communication Association awards Communication Ethics Division s 2018 Single Author Book of the Year Award Organizational Communication Division s 2018 Outstanding Book of the Year Award Extensive work in psychology and neuroscience reveals that individuals are born with moral intuitions and this volume capitalizes on that recent insight to provide a new perspective on how to lead organizational ethics Organizational Moral Learning presents communication based recommendations for managers and leaders to encourage authentic moral dialogue at work so that these discussions can be used to update work practices vigilantly as organizations strive for ethical excellence Organizational ethics are crucial to individual organizational national and even global well being and this work leads a revolution in thinking about how to manage organizational ethics Written accessibly for students and practitioners alike this book provides a leading edge look at organizational ethics based on science and research applicable to a worldwide audience

Designing Globally Networked Learning Environments , 2008-01-01 Faculty administrators and others in higher education face growing pressures to position their institutions programs and courses in global markets and to prepare students for global work and citizenship These pressures raise urgent questions What might higher education look like in a globally networked world Do traditional industrial models of learning suffice or what new visions for learning are emerging What does it take to implement and maintain these visions To address these questions Designing Globally Networked Learning Environments brings together 25 educators from four continents who share their richly diverse visions for teaching and learning in a globally networked world What unites these visions is that they break with traditional models of repackaging traditional institutionally bounded courses for online delivery in global markets Instead these educators build robust partnerships to design globally networked learning environments that connect students with peers instructors and communities across traditional institutional national and other boundaries to facilitate the kind of cross boundary knowledge making that students as professionals and citizens will need to participate in the shaping of an emerging global order and to address the most pressing global problems we face The book offers these visions as opportunities for faculty program directors administrators international program experts instructional designers faculty

development experts and others in higher education to work together to deliberate develop and shape inspiring visions for globally networked learning and to become active participants in the globalization of higher education Thinking Through Communication Sarah Trenholm,2016-08-19 Praised for its teachability Thinking Through Communication provides an excellent balanced introduction to basic theories and principles of communication making sense of a complex field through a variety of approaches In an organized and coherent manner Thinking Through Communication covers a full range of topics from the history of communication study to the methods used by current communication scholars to understand human interaction The text explores communication in a variety of traditional contexts interpersonal group organizational public intercultural computer mediated communication and the mass media This edition also offers new insights into public speaking and listening This text can be used successfully in both theory and skills based courses Written in a clear lively style Trenholm s overall approach including her use of examples and interesting illustrations helps both majors and non majors alike develop a better understanding of communication as a field of study and an appreciation for ways in which communication impacts their daily lives Digital Organizing Ursula Plesner,Emil Husted,2019-11-14 This important new textbook offers a lively and topical discussion of how digital technologies impact various aspects of organizations such as structure knowledge collaboration communication identity legitimacy and power Taking a critical and nuanced approach this engaging textbook introduces readers to central themes in organization studies and reflects on how changes brought about by digitalization have important implications for private public and voluntary organizations and on practical disciplines such as strategy management innovation and entrepreneurship Contemporary case studies drawn from a wide range of international organizations demonstrate the real world relationship between digital technologies and organizing This is an essential textbook for final year undergraduates postgraduates and MBA students taking a module in technology and organization It is also suitable for any student of organizational studies wanting to understand more about the role that the digital plays in contemporary organizing *Communication Centers and Oral Communication Programs in Higher Education* Eunkyong Lee Yook,Wendy Atkins-Sayre,2012-02-23 Communication Centers and Oral Communication Programs in Higher Education edited by Eunkyong L Yook and Wendy Atkins Sayre is a collection that examines the centers that support communication departments or across the curriculum programs as higher education focuses more attention on the communication field The authors in this text address theoretical issues covering topics such as the importance of communication centers to higher education the effects of communication centers on retention critical thinking in the center ethics and more These essays also explore ideas about center s set up and use of space staff training technology applications and campus advertising and outreach Communication Centers organizes cutting edge knowledge of the theory and empirical research so as to serve practical use to peer tutors and directors those who are new to the study of communication centers and to those who are seasoned experts Furthermore this collection introduces administrators and those interested in higher

education to the potential value of communication centers to higher education **Advancing Human Resource Project Management** Richard J. Klimoski, Beverly Dugan, Carla Messikomer, Francois Chiochio, 2014-07-23 Get real world solutions and evidence based guidelines for HR project management challenges Tackling major human resources management projects can be daunting but now you can learn from the lessons of HR professionals who have encountered roadblocks or challenges in similar contexts Advancing Human Resource Project Management is an in depth thoughtful resource that highlights the knowledge and experience of those who have undertaken large HR projects This guide illustrates what worked and what didn't with a focus on evidence and real world cases to illuminate effective strategies and solutions Each chapter presents empirical findings complemented by professional judgment and wisdom from human resource management professionals well versed in global business environments Advancing Human Resource Project Management recognizes the importance of context addresses the practical and professional implications of managing HR management projects in different industry sectors and provides comprehensive coverage on implementing global development programs and project initiation and planning Ideal for global Industrial and Organizational Psychology faculty and practitioners graduate students and especially HR professionals this resource uncovers the best evidence based practices available today for effective HR project management strategies The book includes An emphasis on the implications and challenges of providing solutions for HR business problems on a global scale Real world cases and firsthand professional experiences with summaries of knowledge gained from research and practice Advice on tackling challenges inherent in various stages of a project Expertise and counsel from HR professionals familiar with large projects and from those who study and work in the field of project management Let this comprehensive resource guide your approach to initiating and managing large HR projects With solid empirical evidence and relatable case studies Advancing Human Resource Project Management is the ideal professional companion for those looking to strengthen their project techniques project leadership and management skills

Communication Centers Kathleen J. Turner, Theodore F. Sheckels, 2015-01-12 Communication Centers A Theory Based Guide to Training and Management offers advice based on extant research and best practices to both faculty who are asked to develop a communication center and for directors of established centers Broken into easily understood parts Turner and Sheckels begin with the development of communication centers offering guidance on the history of centers how to start a center and in a contribution by Kyle Love creative approaches to marketing They provide a communication perspective on selecting and training tutors and then address how to train the tutors in their tasks of helping students with invention disposition style memory and delivery as well as presentation aids including consideration of special situations and diverse populations The authors explore ways to broaden the vision for communication centers and conclude with chapters on techniques for assessment by Marlene Preston and on the rich rhetorical roots of communication centers by Linda Hobgood The volume concludes with appendixes on guidelines for directors and for certification of tutor training programs

Communication Centers is a valuable resource for scholars in any stage of developing or improving a communication center at their university **Speaking Professionally** Alan Jay Zarembo,2014-12-18 Updated with new and current examples

throughout this concise guide is a rich resource for anyone who wants to become more effective in speaking settings It covers all the basics and identifies essential principles that will help readers to efficiently prepare deliver and evaluate presentations **Managing Public Relations** Peter M. Smudde,2023-03-02 The second edition of Managing Public Relations introduces students to the key concepts and practices involved in the day to day running of a PR operation whether it is a company department an independent agency or any organized group focused on PR The book s unique approach places the PR function within the broader context of an organization equipping students with the essential business knowledge perspective and skills needed when starting out in their careers This second edition has been fully updated throughout and includes Current examples and testimonials from across the globe as well as updated Executive Viewpoints Expanded content on strategic planning budgeting and financial statements Detailed commentary on topics relevant to the modern workplace including remote management Consideration of diversity inclusion equity and access within PR Additional content on the use of analytics and measuring return on investment ROI Updated online material including an Instructor s Manual that incorporates problem based questions example assignments and activities A highly practical and comprehensive guide this textbook should be essential reading for advanced undergraduate and postgraduate students studying public relations management strategic communications and marketing management **Civility in Business and Professional**

Communication Rod Troester,Cathy Sargent Mester,2007 Civility has become one of the new century s hot button words This book explores popular and commercial concerns about civility from both a theoretical and practical perspective Background principles of communication and the history and scope of civility are examined setting the stage for specific elaboration of recommended practices in six particular business communication contexts Explanations and recommendations for civil communication include concrete examples from America s leading corporations as well as testimony from communication professionals currently working in business and industry **Visual Identity** Susan Westcott

Alessandri,2014-12-18 Brands companies and organizations much like people have personalities and most of what we know and think about their personalities comes through visual identity A visual identity is the strategically planned and purposeful presentation of the brand or organization in order to gain a positive image in the minds of the public including but not limited to its name logo tagline color palette and architecture and even sounds This practical guide explores visual identity from an organizational brand perspective corporate non profit etc rather than a product brand perspective It not only helps readers to understand the meaning and value of an organization s visual identity but also provides hands on advice on how to promote and protect the identity Each chapter draws from current research and also contains real world examples and case studies that illustrate the key concepts

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