Discourse in Organizations and Workplaces

Britt-Louise Gunnarsson

This chapter focuses on discourse in organizations and workplaces and will discuss a number of studies which explore the complexity and diversity of communication in modern working life. With a theoretical orientation towards sociology, organization/network theory and social constructivism, researchers have sketched the macro-frames which influence discourse at various levels within organizations. Studies of the correspondence between organizational structure and discourse will be used as a background for presentations of analyses which try to grasp and understand communication in the modern organization from different viewpoints and with a focus on different problem areas. The theoretical and methodological perspectives of these analyses include textlinguistics, ethnography, critical discourse analysis, interactional sociolinguistics and conversation analysis.

A relevant question for our understanding of modern working life is related to the effects of technological advance and globalization. The conditions for professional discourse have been influenced by a series of changes taking place in recent decades. Technological advances have facilitated a globalization of working life, while lifelong learning, flexibility, mobility and diversity have come to be key values in the global economy. In organizations throughout the world, we find a widespread use of technology and increased reliance on the internet for internal and external communication. Another striking feature, made possible of course by the technological advances, is the globalization of the business world and the job market. Throughout the world, we find transnational companies which use English as their corporate language and employ multilingual people who can move between jobs, between branches and between countries. The workforce mobility and workplace diversity which characterize a globalized economy also raise issues of multilingualism and multiculturalism to the surface, both in relation to the organization as a whole and to workplace practices. For employees this new situation has come to entail different and higher demands for literacy and communicative skills.

The purpose of this chapter is to deepen our understanding of the discourse-related problems facing managers and employees in the globalized economy. In the various sections of the chapter I discuss these problems from different viewpoints. First, I explore the correspondence between organizational structure and discourse at a more general level, where I use examples from analysis of small

Chapter 7 Discourse In Organizations And Workplaces

Francesca Bargiela-Chiappini,Sandra Harris

Chapter 7 Discourse In Organizations And Workplaces:

   Contemporary Applied Linguistics Volume 2 Li Wei,Vivian Cook,2009-06-23 Written by internationally renowned academics this volume provides a snapshot of the field of applied linguistics and illustrates how linguistics is informing and engaging with neighbouring disciplines Chapters in this second volume present an overview of new and interdisciplinary applications of linguistics to such diverse fields as economics law religion tourism media studies and health care Both volumes represent the best of current practice in applied linguistics and will be invaluable to students and researchers looking for an overview of the field   *Globalization, Communication and the Workplace* Gail Forey,Jane Lockwood,2010-08-26   *Managing Dynamic Technology-Oriented Businesses: High-Tech Organizations and Workplaces* Jemielniak, Dariusz,Marks, Abigail,2012-06-30 This book explores the culture of modern high tech workplaces and the different challenges and opportunities that new technologies present for modern workers and employers reviewing various management practices throughout the world Provided by publisher   *Language, Gender, and Identities at Work* Joelle Loew,2025-12-29 This book critically examines gender and professional communication in the IT industry demonstrating the value of an applied linguistics perspective in better understanding the discourses and gendering of work in the field and more broadly Drawing primarily from sociolinguistics research but also interdisciplinary lines of inquiry Loew considers the discursive processes that contribute to the gendering of work in the IT industry The volume features discussions of gendered hierarchies and inequalities in the workplace and the ways in which ideologies around professional competency perpetuate stereotypes of gender in IT The book features data from business interactions and interviews with IT professionals from Switzerland the UK and the US and centres on agile working whose focus on regular open communication and reduced hierarchies offer opportunities to explore tensions between different gender ideologies In engaging with these issues Loew outlines ways forward for engaging with the theoretical analytical and methodological issues around the gendering of work without perpetuating binary notions of gender in professional settings This volume will be of interest to scholars working on language and gender professional communication business communication and applied linguistics   **Humour, Work and Organization** Robert Westwood,Carl Rhodes,2013-02-01 Accessible and amusing in style Humour Work and Organization explores the critical subversive and ambivalent character of humour work and comedy as it relates to organizations and organized work It examines the various individual organizational social and cultural means through which humour is represented deployed developed used and understood Considering the relationship between humour and organization in a nuanced and radical way and this book takes the view that humour and comedy are pervasive and highly meaningful aspects of human experience The richness and complexity of this relationship is examined across three related domains They are how humour is constructed enacted and responded to in organizational settings how organizations and work are represented comedically in various types of popular culture media how humour is used in organizations where there is a more explicit

relationship between the comedic and work An exciting and controversial text Humour Work and Organization will appeal to students of all levels as well as anyone interested the full complexities of human interactions in the workplace *Writing Workplace Cultures* Jim Henry,2000 In Writing Workplace Cultures An Archaeology of Professional Writing Jim Henry analyzes eighty three workplace writing ethnographies composed over seven years in a variety of organizations He views the findings as so many shards in an archaeology on professional writing at the beginning of the twenty first century These ethnographies were composed by either practicing or aspiring writers participating in a Master s program in professional writing and editing Henry solicited the writers participation in informed intersubjective research focused on issues and questions of their own determination Most writers studied their own workplace composing auto ethnographies that problematize these workplaces local cultures even as they depict writing practices within them Henry establishes links between current professional writing practices and composition instruction as both were shaped by national economic development and local postsecondary reorganization throughout the twentieth century He insists that if we accept basic principles of social constructionism the text demonstrates ways in which writers write workplace cultures to produce goods and services whose effects go far beyond the immediate needs of its clients *Paradigms and Political Discourse* Jane Jensen,1989 **Pragmatics** ,2006 **Communicating in Organizations** Gerald Lee Pepper,1995 This text is designed for advanced courses in organizational communication exploring provocative issues in depth from ethical dilemmas **The Discourse of Negotiation** A. Firth,1995 This text is about how people in workplaces act in concert in attempts to decide upon agreeable courses of action Such acts are glossed as negotiation Negotiations are not solely the domain of business leaders politicians and diplomats they are activities that permeate and uphold our daily lives working lives included This text takes the position that negotiation implies collective decision making and in this sense almost anything is potentially negotiable including obligations information decisions services status territory and public image Negotiation requires complex interaction with one s fellow actors and the pursuance of potentially conflicting goals Thus virtually all human activity provides a setting for the delicate process of negotiation The question this book seeks to answer is how are negotiations undertaken as discourse activities The text provides detailed descriptions of the manifold instances of negotiation that occur in the modern workplace It shows how discourse and context mutually configure and how people as advertising agents exporters lawyers travel agents doctors and bureaucrats carry out the work tasks they are paid to do **Discursive Fault Lines at Work** Mira-Lisa Suzanne Katz,1999 **Critical Perspectives on Organization and Management Theory** Linda Mary Smircich,Marta B. Calás,1995 This volume questions the organization of knowledge in organization studies that emerged after World War II It calls into question the managerialist view of what organizations are how they should be conducted and how they should be studied The authors of the essays included here represent a diversity of views neomarxist labour process symbolic feminist <u>Knowledge, Power and Learning</u> Carrie Paechter,2001-03-19 New

technologies are altering the relationship between knowledge power and learning The explosion of information resulting from the proliferation of Internet use has led to new questions about the nature of knowledge and how it is legitimated At the same time the new emphasis on learning as a lifelong process is changing relationships between teachers and learners and focusing on the multiplicity of sites in which learning can take place This book considers the influence of the information age on the changing relationship between power and knowledge and how this affects learning in a wide range of situations from the school to the learning organization and from the musical conservatoire to the high tech workplace **Intercultural Communication in the Global Workplace** Linda Beamer,Iris I. Varner,2001 The authors zero in on the specific needs of a firm from broad cultural and business values to the influence of culture on negotiations to the structure of the firm and the richness of the message Legal issues in intercultural business communication are covered extensively Opening chapters contain detailed discussion of cultural values that influence intercultural business communication **The Rise of Personal Development Training in Organizations** Xiaowei Luo,2000 *Business Ethics: Decision-Making for Personal Integrity & Social Responsibility* Laura Hartman,Joseph DesJardins,2007-03-02 Hartman DesJardins Business Ethics is designed to prepare the student to apply an ethical decision making model not only in this ethics course but throughout her or his business discipline This model teaches students ethical skills vocabulary and tools to apply in everyday business decisions and throughout their business courses The authors speak in a sophisticated yet accessible manner while teaching the fundamentals of business ethics Hartman s professional background in law and her teaching experience in business curriculum combined with DesJardins background in philosophy results in a broad language ideal for this approach and market The authors goal is to engage the student by focusing on cases and business scenarios that students already find interesting Students are then asked to look at the issues from an ethical perspective Additionally its focus on AACSB requirements makes it a comprehensive business ethics text for business school courses Management Skills for Everyday Life Paula J. Caproni,2005 Written in a very straight forward and practical yet research based style that users regardless of their age gender nationality race etc find engaging because it focuses on their personal need to enhance their effectiveness career potential e g salaries promotions job choice and flexibility and general well being the book takes work life issues seriously The book begins by summarizing the research that focuses on what characteristics predict managerial and professional success and which characteristics predict failure The subsequent chapters then present each of the characteristics that predict success in more detail as well as tools and techniques for enhancing readersA personal and professional success For beginning to mid level executives *Global Diversity Management* Mustafa Özbilgin,Ahu Tatli,2008-06-15 By providing tools for the analysis of diversity management this book prepares students to respond dynamically to the challenges of the workplace The result is a comprehensive real world perspective on diversity in competitive organizations **The New Workplace** David Holman,2003-02-14 Table of contents **The Languages of**

Business Francesca Bargiela-Chiappini,Sandra Harris,1997 This book explores how people around the world speaking different languages accomplish business

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