



Case Studies in Organizational Communication 2: Perspectives on Contemporary Work Life

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An up-to-date collection of new case studies spotlighting the integral role of communication in today's workplace, this volume will succeed its highly acclaimed predecessor as a valued reference and teaching text. Based on first-hand observation, in-depth interviews, and survey research, some of the studies highlight creative and positive uses of different communication practices; others demonstrate how communication can hinder organizational functioning.

Bringing complex situations to life, the book explores key questions about how and why people work as they do today in large manufacturing companies and in small businesses, in high-tech industries, government, education, and the human services. Timely topics addressed include new communication technologies; the dynamics of teamwork; cross-cultural communication; sexual harassment; stress and burnout; and more.

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