Brief Contents

Preface xv
Acknowledgments xix

PART I: DEVELOPING A CRITICAL APPROACH TO ORGANIZATIONAL COMMUNICATION 1
1 Introducing Organizational Communication 3
2 The Critical Approach 29

PART II: THEORIES OF ORGANIZATIONAL COMMUNICATION AND THE MODERN ORGANIZATION 53
3 Scientific Management, Bureaucracy, and the Emergence of the Modern Organization 55
4 The Human Relations School 81
5 Organizations as Communication Systems 105
6 Communication, Culture, and Organizing 133

PART III: CRITICAL PERSPECTIVES ON ORGANIZATIONAL COMMUNICATION AND THE NEW WORKPLACE 155
7 Power and Resistance at Work 157
8 The Postmodern Workplace: Teams, Emotions, and No-Collar Work 181
9 Communicating Gender at Work 205
10 Communicating Difference at Work 229
11 Leadership Communication in the New Workplace 255
12 Branding and Consumption 281
13 Organizational Communication, Globalization, and Democracy 305
14 Communication, Meaningful Work, and Personal Identity 333

Glossary 357
References 367
Index 387
About the Author 411