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Katherine Miller

Dr. Katherine Miller is a leading scholar on communication in healthcare organizations. She holds bachelors and masters degrees in communication from Michigan State University, and a doctorate from the Annenberg School of Communication at the University of Southern California.

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Abstract. Because investigations of organizational communication involve the intersection of two complex concepts – organization and communication – the discipline of organizational communication involves a number of diverse topical interests. Most scholars would agree that “organizations” are social collectives, embedded in a larger environment, in which activities are coordinated to achieve individual and collective goals.

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The first half of this book considers how issues of organizational communication have been investigated and conceptualized. The second section explores research and theory related to specific organizational communication topics including socialization processes, feedback, stress and burnout.

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Modaff and DeWine's new undergraduate text, *Organizational Communication: Foundations, Challenges, and Misunderstandings*, offers a unique perspective on the field of internal organizational communication. The authors review the foundational material, but intersperse the discussions with excerpts from interviews conducted with over 60 leaders and workers in a variety of organizations. A central feature of the text is the concept of misunderstandings, which highlights the idea that organizations are inherently problematic. This focus positions communication at the center of organizational life, and shows the reader how and why communication can serve to create and resolve misunderstandings of all types. The authors advance a model, the Communicative Organization, which allows the reader to see the significance of communication to every aspect of organizational functioning. Benefits to instructors and students include:

- * The use of real-life problems as told by organizational leaders and workers to illustrate the material discussed in every chapter, which provides an easy mechanism for starting class discussions.
- * Chapters on realistic recruitment and organizational socialization, which are not typically found in other introductory organizational communication textbooks.
- * Integration of the concepts of gender and diversity throughout the text.
- * Discussions of current applications of theories and concepts as students have or will experience them.
- * A postscript that ties all of the material from the text together.
- * A writing style that is student-centered yet sufficiently challenging.
- * A dedicated website (created by Derek Lane, University of Kentucky, Lexington) to support the text is available at <http://www.uky.edu/~drlane/orgcomm>. It includes chapter outlines, supplemental content, and suggested course syllabi. The site greatly facilitates use of the text for students. A PDF of corrected pages of the subject index from the first printing is also available at this site.

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Providing a current and comprehensive discussion of influential theories in communication, this text portrays the strengths and weaknesses of each theory. *Communication Theories* helps students see where these theories fit in the broad scheme of social inquiry and generally guides students in the evaluation and critique of theories in order to reach a more sophisticated level of understanding. Although it emphasizes theories developed by communication scholars, *Communication Theories* also includes work developed outside the field that has strongly influenced the work of communication scholars. The second edition has been completely updated to include new or enhanced coverage of post-colonialism, critical race theory, new generation social penetration theory, and mass media reception theory.

The Second Edition of *Case Studies in Organizational Communication: Ethical Perspectives and Practices*, by Dr. Steve May, integrates ethical theory and practice to help strengthen readers' awareness, judgment, and action in organizations by exploring ethical dilemmas in a diverse range of well-known business cases.

This essential guide offers a detailed framework for assessing communication processes within an organization and using the results to develop improved organizational strategies. Presented in clear, accessible prose are the "tools of the trade" for planning and initiating audits, gathering data using a wide variety of methodologies, analyzing the findings, and preparing effective reports. Throughout, practical examples drawn from the authors' influential work in the field help readers understand the real-world applications of the concepts discussed and gain

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skills for creative problem solving. A successor volume to Cal Downs's popular *Communication Audits*, the book has been extensively rewritten with many new topics and two entirely new chapters reflecting today's critical issues and best practices. It will serve as both an authoritative primer for human resource and management consultants and a comprehensive text for undergraduate and graduate students in organizational communication.

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