COMM 144F: Organizational Communication

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**FINAL EXAM STUDY GUIDE**

**Chapter 7: Culture, Climate, and Organizational Culture**

I.  Organizational Climate and Culture:

  1. Organizational Climate  
  2. Organizational Culture

II.  Organizational Culture, Communication and Socialization:

  1. Stages of Socialization  
  2. Identification  
  3. Seeds of Culture

III.  Leadership

IV.  Emotional Intelligence

**Chapter 8: Meetings and Teams: Conflict and Interventions**

I.  The Phenomenon of Meetings: Values of Meetings

II.  Primary and Secondary Tensions

III.  Counterproductive Group Tendencies

IV.  Interventions

V  Making Interventions Work

**Chapter 9: Intercultural Communication and the Organization**

I.Why Study Intercultural Communication?

II. What do we Mean by Culture?

III. Intercultural Communication in Organizational Contexts:

  1. Barriers to Effective Intercultural Communication

  2. Approaches to Multinational Expansion

  3. The Hofstede Studies

  4. Suggestions for Overcoming Barriers

**Chapter 10:  Crisis Communication Managing Information**

I.  Organizations and Crisis Communication

II. Crisis Communication Planning

III.  Steps to Crisis Communication Planning

IV. Image Restoration Theory

V.   Recurring Counsel for Crisis Communication

**Chapter 11: Assessing Organizational Communication Quality**

I.  What is a Communication Audit

II. Audit Qualities

III. Audit Components: What needs to be examined?

IV.  Methods for conducting Audits

V.  Reporting Results

**Chapter 12: Careers in Organizational Communication**

I.  Introduction

II. Career Areas and industry Sectors

III. Job Titles

IV.  Secured Positions

V.  Sample Job Description

VI. Education: 1. Theory & Principles 2. Communication Skill Sets

VII.  Co-Curricular Activities

VIII. The Communication Portfolio

IX. Networking