Process Sensemaking And Organizing Perspectives On Process Organization Studies

The Work of Communication: Relational Perspectives on Working and Organizing in Contemporary Capitalism revolves around a two-part question: "What have work and organization become under contemporary capitalism—and how should organization studies approach them?" Changes in the texture of capitalism, heralded by social and organizational theorists alike, increasingly focus attention on communication as both vital to the conduct of work and as imperative to organizational performance. Yet most accounts of communication in organization studies fail to understand an alternate sense of the "work of communication" in the constitution of organizations, work practices, and economies. This book responds to that lack by portraying communicative practices—as opposed to individuals, interests, technologies, structures, organizations, or institutions—as the focal units of analysis in studies of the social and organizational problems occasioned by contemporary capitalism. Rather than suggesting that there exists a canonically "correct" route communicative analyses must follow, The Work of Communication: Relational Perspectives on Working and Organizing in Contemporary Capitalism explores the value of transcending longstanding divides between symbolic and material factors in studies of working and organizing. The recognition of dramatic shifts in technological, economic, and political forces, along with deep interconnections among the myriad of factors shaping working and organizing, sows doubts about whether organization studies is up to the vital task of addressing the social problems capitalism now creates. Kuhn, Ashcraft, and Cooren argue that novel insights into those social problems are possible if we tell different stories about working and organizing. To aid authors of those stories, they develop a set of conceptual resources that they capture under the mantle of communicative relationality. These resources allow analysts to profit from burgeoning interest in notions such as sociomateriality, posthumanism, performativity, and affect. It goes on to illustrate the benefits that investigations of work and organization can realize from communicative relationality by presenting case studies that analyze (a) the becoming of an idea, from its inception to solidification, (b) the emergence of what is taken to be the "the product" in high-tech startup entrepreneurship, and (c) the branding of work (in this case, academic writing and commercial aviation) through affective economies. Taken together, the book portrays "the work of communication" as simultaneously about how work in the "new economy" revolves around communicative practice and about how communication serves as a mode of explanation with the potential to cultivate novel stories about working and organizing. Aimed at academics, researchers, and policy makers, this book's goal is to make tangible the contributions of communication for thinking about contemporary social and organizational problems.

Improve your company's ability to avoid or manage crises Managing the Unexpected, Third Edition is a thoroughly revised text that offers an updated look at the groundbreaking ideas explored in the first and second editions. Revised to reflect events emblematic of the unique challenges that organizations have faced in recent years, including bank failures, intelligence failures, quality failures, and other organizational misfortunes, often sparked by organizational actions, this critical book focuses on why some organizations are better able to sustain high performance in the face of unanticipated change. High reliability organizations (HROs), including commercial aviation, emergency rooms, aircraft carrier flight operations, and firefighting units, are looked to as models of exceptional organizational preparedness. This essential text explains the development of unexpected events and guides you in improving your organization for more reliable performance. "Expect the unexpected" is a popular mantra for a reason: it's rooted in experience. Since the dawn of civilization, organizations have been rocked by natural disasters, civil unrest, international conflict, and other unexpected crises that impact their ability to function. Understanding how to maintain function when catastrophe strikes is key to keeping your organization afloat. Explore the many different kinds of unexpected events that your organization may face Consider updated case studies and research Discuss how highly reliable organizations are able to maintain control during unexpected events Discover tactics that may bolster your organization's ability to face the unexpected with confidence Managing the Unexpected, Third Edition offers updated, valuable content to professionals who want to strengthen the preparedness of their organizations—and confidently face unexpected challenges.

At the core of institutional theories, 'values' is a central term and figures in most definitions; however it remains understudied and under-explored. The editors of this open access book identify a resurgence of interest in the values-construct which underpins discussions of identity, 'ethos' and the purpose/nature of public and civic welfare provision. Considering the importance of values and values work to social, material and symbolic work in organizations, individual chapters explore values work as performed in organizations and by leaders. Focusing on practices of values work, the book applies and combines different theoretical lenses exemplified by the integration of institutional perspectives with micro-level perspectives and approaches.

Process, Sensemaking, and Organizing is the first in a series of volumes which explore perspectives on process theories, an emerging approach to the study of organizations that focuses on (understanding) activities, interactions, and change as essential properties of organizations rather than structures and state - an approach which prioritizes activity over product, change over persistence, novelty over continuity, and expression over determination. Process and sensemaking may be seen as mutually interlocking phenomena and, as such, are cornerstones in process thinking, This volume brings together contributions from an international group of scholars energized by process organization studies. The collection offers perspectives from different disciplines, insights from diverse theoretical traditions and contexts, and parallels made with a range of cultural forms, including art, poetry, and cookery. At the same time, the chapters exhibit a clear emphasis on a process ontology, process theorizing, and narrative thinking. Across this rich and varied collection recurrent themes emerge that distinguish process theorizing from the more logico-scientific, variance-oriented research that dominates organization studies today. This book will appeal to academics, researchers, and graduate students in management, organization studies, and sociology who wish to better understand the emergent, changing, and flow-like character of organizational life and expand their understanding of the nature of sensemaking as a basis for organizing.

This book develops a new paradigm in the field of leadership studies, referred to as the "leadership-as-practice" (L-A-P) movement. Its essence is its conception of leadership as occurring as a practice rather than residing in the traits or behaviours of particular individuals. A practice is a coordinative effort among participants who choose through their own rules to achieve a distinctive outcome. It also tends to encompass routines as well as problem-solving or coping skills, often tacit, that are shared by a community. Accordingly, leadership-as-practice is less about what one person thinks or does and more about what people may accomplish together. It is thus concerned with how leadership emerges and unfolds through day-to-day experience. The social and

material contingencies impacting the leadership constellation – the people who are effecting leadership at any given time – do not reside outside of leadership but are very much embedded within it. To find leadership, then, we must look to the practice within which it is occurring. The leadership-as-practice approach resonates with a number of closely related traditions, such as collective, shared, distributed, and relational leadership, that converge on leadership processes. These approaches share a line of inquiry that acknowledges leadership as a social phenomenon. The new focus opens up a plethora of research opportunities encouraging the study of social processes beyond influence, such as intersubjective agency, shared sense-making, dialogue, and co-construction of responsibilities.

Animals at Work considers the ways in which humans make meaning from their interactions with non-humans in a range of organizations. This is done through ethnographic research in a range of workplaces, from farms and slaughter-houses to rescue shelters and veterinary practices.

Process approaches to organization studies focus on flow, activities, and evolution, understanding organizations and organizing as processes in the making. They stand in contrast to positivist approaches that see organizations and phenomena as fixed, static, and measurable. Process approaches draw on a range of ideas and philosophies. The Handbook examines 34 philosophers and social theorists, both those commonly linked to process thinking, such as Whitehead, Bergson and James, and those that are not as often addressed from a process perspective such as Dilthey and Tarde. Each chapter addresses the background and context of this thinker, their work (with a focus on the processual elements), and the potential contribution to organization and management research. For students and scholars in the field of Organization Studies this book is an entry point into the work of philosophical thinkers and social theorists for whom the world is far from being a solid place.

Creativity, innovation and change are vital to the development and sustainability of all organizations. Yet, questions remain about exactly how novelty comes about, and what dynamic processes are involved in its emergence? Ideas of emergence and process, drawn from a variety of different philosophic traditions, have been the focus of increasing attention in management and organization studies. These issues are brought to bear on novelty and innovation in this volume by examining new organizational and product development processes, whether planned or unplanned. The contributions in this volume offer both theoretical insights and empirical studies on, inter alia, innovation, music technology, haute cuisine, pharmaceuticals and theatre improvisation. In doing so, they throw light on the importance of emergence, improvisation and learning in organizations, and how both practitioners and scholars alike can best understand their own assumptions about process. In addition, the volume includes general essays on process perspectives in organization studies.

The SAGE Handbook of Process Organization Studies provides a comprehensive and timely overview of the field. This volume offers a compendium of perspectives on process thinking, process organizational theory, process research methodology and empirical applications. The emphasis is on a combination of pedagogical contributions and in-depth reviews of current thinking and research in each of the selected areas, combined with the development of agendas for future research. The Handbook is divided into five sections: Part One: Process Philosophy Part Two: Process Theory Part Three: Process Methodology Part Four: Process Applications Part Five: Process Perspectives

A comprehensive introduction and overview of research in Routine Dynamics written by the central researchers in the field.

There is increasing academic interest in how Pierre Bourdieu's sociology can be applied to management and organization studies (MOS). In a context of increasing complexity faced by organizations and those who work in them due to globalization, neoliberalism, austerity, financial crisis, ecological issues, populism and developing technologies, there is untapped potential to use Bourdieu's theoretical inventions to arrive at greater understandings of how change, transition and crisis shape work, organizational life as well as relations between different organizational and sectorial fields. This book aims to take a specific focus on the relational nature of Bourdieu's work and its relevance for contemporary organizations. It provides empirically-grounded examples that showcase the explanatory strength of Bourdieu ?s intellectual concepts, such as field, habitus, capital, hexis, hysteresis, symbolic power, symbolic violence, doxa, illusio as applied to the current challenges within MOS. Such challenges include issues resulting from globalization, neoliberalism, financial crisis, ecological crisis, populism and developing technologies, to name but a few; and added to those, a global pandemic. The twelve chapters presented in this book study a great variety and range of organizational phenomena that are organized into three thematic sections: 'Neoliberalism, fields and hysteresis', 'Global and national movements as sites for competition and symbolic domination' and the 'The emergence and transformation of professional fields'. The chapters show a concern with the challenges and opportunities such developments offer to MOS scholars and to managers and employees in public and private sector organizations. It will be of interest to researchers, academics and students in the fields of organizational studies, critical management studies, human resource management and sociology.

This book presents novel theoretical ideas and empirical findings where the fields of strategizing and organizing meet. At this boundary lie many of the most crucial theoretical and practical issues for management and managing. Innovative Forms of Organizing, the eagerly awaited sequel to The Innovating Organization (SAGE, 2000), draws upon the comprehensive data sets of the INFORM programme of research, to examine the development of innovative forms of organizing and company performance in organizations across Europe, Japan and the United States. Innovative Forms of Organizing establishes and develops three strong themes: organizing and strategizing; complementarities, change and performance; and the management of dualities in the modern corporation. The book then discusses the implications of its presented ideas for strategizing/organizing in the 21st century firm and the challenges for management researchers of conducting large scale, international comparative research. Innovative Forms of Organizing thereby illustrates 21st Century management research in 21st Century organizations across Europe, Japan and the USA. This seminal international study will be a classic in the field for years to come for scholars and policy makers in academia, business and government who are interested in strategy, organization and international management.

The aim of this book is to explore the contribution HR can make to how organizations enact change within the context of an environment of increasing complexity driven by global forces for change. In particular the book focuses on the role of HR in creating value for organizations and engaging stakeholders during transformations. This aim is achieved in several distinct ways. First, a critical perspective is provided of the role of HR in organizational change by examining evidence-based theories, models and frameworks. Second, the book is grounded in empirical evidence from a study conducted by the authors amongst managers and HR professionals across the globe. This provides unique data on the challenges and opportunities which the practice of HR faces within the context of organizational change. Third, consideration is given as to how HR can play an active and constructive role in co-creating sustainable change with managers, employees and other stakeholders. Fourth, the book identifies the capabilities required by HR professionals in order to engage effectively with organizational change. Finally, aware of the dangers of prescriptive lists, the HR practices offered in this book are provided as a basis for amendment, as necessary, by readers depending upon the context of individual organizations. The book will be of value to practising HR professionals as well as students studying HRM and change and development in organizations. Our proposal in this book is that since people are of significant importance to the success of change, and HR knowledge and expertise is vital to the experience and engagement of individuals and teams, internal and external to the organization, there needs to be clarity about the role of HR in transformations. We suggest that HR's raison

d'être is to focus on the people aspect of organizational change and that this needs to be done within the context of improving organizational effectiveness and wellbeing.

This book presents a novel and comprehensive process theory of organization applicable to 'a world on the move', where connectedness prevails over size, flow prevails over stability, and temporality prevails over spatiality.The framework developed in the book draws upon process thinking in a number of areas, including process philosophy, pragmatism, phenomenology, and science and technology studies. Salient ideas from these schools are carefully woven into a process theory of organization, which makes the book not only a thought provoking theoretical contribution, but also a much-needed glimpse into the challenges of organizing in a complex and moving world. Taking a distinctly temporal view of organizational life the author shows how actors continually carve out their temporal existence from being in the flow of time. This on-going work, in which technologies, concepts, and social actors take part, is crucial for the making of any type of organizational formation. A key construct of the book is that of events, which provide force, movement, and historicity to organizational life. The book is suitable for scholars and advanced level students in organization studies, management studies, technology studies, and sociology. It contains a number of practical examples to illustrate the theoretical framework.

Organizational Change and Temporality: Bending the Arrow of Time looks to address the important area of time and temporality, especially as it relates to frameworks and studies for explaining change processes in organizations. It commences with a selective history on the science and philosophy of time before examining the place of time in work and employment, and the presence and absence of theorized time in explanations of organizational change. The intention is to bring to the fore concepts and debates that have largely remained hidden, furthering our knowledge and understanding of time and temporality in changing organizations. The authors provide a more informed theoretical explanation of the temporal dimensions of organizational change. They examine the concepts and debates behind change theories, philosophical positions and scientific concerns on time and material existence, drawing connections that have previously remained unexplored. This book is key reading for researchers within the organizational change world and will further the academic debate of time and temporality in organizations studies.

The purpose of Projects as Business Constituents and Guiding Motives is to describe and analyse the roles that projects play in business. The editors, authors and researchers are convinced that projects are of significant importance at virtually every level of society, even though companies are the focus of this book. Projects are not merely conspicuous components of businesses, they in fact signal what businesses are all about. As you will see from some of the contributions to this book, these signals come in different forms and have different effects. Thus the various contributions to this book also mirror a kind of uncertainty as to what this phenomenon that is called project is all about. Rather than trying to define what it `really is', the editors have opted for the alternative, namely to let some of the variation be replicated in the different contributions. One important reason for the variations is that each author wants to stress a different aspect of projectisation. The editors illustrate some of the variations as they appear in the minds of researchers and in the minds of those who work with projects every day. They believe that they do greater justice to the field by taking this stance at this stage in the evolution of project management. The book is structured in four sections. The first section includes four chapters elaborating on various aspects of the roles projects play for shareholders, for management, for the global scene, and for the more or less continuous reorganising efforts that characterise most industries at the present time. The second section deals with how projects fit in with traditional business processes and the challenges that face project management as well as the generic business procedures. The third section brings forward some of the most essential matters when it comes to the future of business organisations. Innovation projects have a completely different character compared to traditional projects, and when entire industries go through thorough transformations, attending to project matters will be part of that change. One of the most often-repeated statements in business is that people matter; in the last section that statement is scrutinised in a projectised environment. This volume has a wide international selection of authors. Eight different nationalities are represented. The collection is relevant to academics in business administration, project management and organisation behaviour. It should also appeal to a significant secondary audience: professionals in project management, business strategy and organisation.

The contributions collected in this volume emerged from the First International Symposium on Process Organization Studies held in Cyprus in June 2009" -- P. 2.

This handbook provides a forum for leading researchers in organization theory to reflect on their own discipline: how it has developed and why; what sorts of knowledge claims it regards as acceptable and why; and where it may be, or should be, going.

Process, Sensemaking, and OrganizingOxford University Press

This book presents a new approach to organizational culture based in the ontologies of process metaphysics, complexity theory, and social constructionism. The author shows that most existing definitions of organizational culture are inadequate and argues that organizational culture is socially constructed, building on Schein's idea that culture emerges as a dynamic response to problem solving by the organization's members. Through several case studies, he demonstrates that neglecting an organization's culture is responsible for the failures of organizational change efforts and shows how using this new model will lead to improved results. This book will be a valuable resources to anyone interested in organizational studies.

When it comes to the field of organization and management theory, a philosophical perspective enables us to conduct organizational research imbued with the attitude of 'wonder'; it helps researchers question dominant images of thought underlying mainstream thinking, and provides fresh distinctions that enable the development of new theory. In bringing together a collection of key essays by Haridimos Tsoukas, this volume explores fundamental concepts, such as organizational routine, that have gained currency in the field, as well as revisiting traditional concepts such as change, strategy, and organization. It discusses organizational knowledge, judgment, and reflection-in-action, and, at the meta-theoretical level, suggests complex forms of theorizing that do justice to the complexity of organizations. The conceptual attention throughout is on process and practice, underlain by performative phenomenology and an emphasis on agents' lived experience. This provides us with the language to appreciate the dynamic character of organizational behaviour, the embeddedness of action, and the complexity of organizational life. The theoretical claims presented in this volume have important implications for practice, insofar as they help retrain our attention; from seeing structures and individuals, we can now appreciate processes, experiences, and practices. A phenomenological attitude makes organization theory more open, more creative, and more reflexive, and this book will be essential reading for researchers and students in the field of organization studies.

Management Research: European Perspectives brings together experts in the field to take stock of European management research and reflect on its distinctiveness. Building on a successful series of papers published in the European Management Journal, this book contains international contributions providing a range of scholarly perspectives on the reality of European management research. The state of management scholarship has recently been a topic of great interest, focusing on such matters as the role of universities versus businesses in shaping research agendas, the so-called 'rigour–relevance' debate, the use of measurements in quality assessment of research outputs, the role of journal rankings, and the merits of the journal review system. Missing, however, is any discussion of what, if anything, constitutes a European approach to management research, how does it

differ from other styles used in the rest of the world and why is there a need for such distinctiveness? It has been noted that European management scholars have a lower success rate for publishing theoretical papers than their North American counterparts, which is surprising given that Europe has been the cradle of many generative intellectual traditions. European scholars may be the heirs to those traditions, but they are sometimes criticised for failing to channel this legacy into authoritative theoretical contributions in elite US-based management journals. This book provides insightful contributions to the debate and offers critical reflections on what European-based scholars have to offer the study of management.

The teaching of organization theory and the conduct of organizational research have been dominated by a focus on decision-making and the concept of strategic rationality. However, the rational model ignores the inherent complexity and ambiguity of real-world organizations and their environments. In this landmark volume, Karl E Weick highlights how the `sensemaking' process shapes organizational structure and behaviour. The process is seen as the creation of reality as an ongoing accomplishment that takes form when people make retrospective sense of the situations in which they find themselves.

Organization Theory offers a clear and comprehensive introduction to the study of organizations and organizing processes. It encourages an even-handed appreciation of the main perspectives defining our knowledge of organizations and challenges readers to broaden their intellectual reach. Organization Theory is presented in three parts: Part I introduces the reader to theorizing using the multi-perspective approach. Part II presents different core concepts useful for analysing and understanding organizations - as entities within an environment, as social structures, technologies, cultures and physical structures, and as the products of power and political processes. Part III explores applications of organization theory to the practical matters of organizational design and change, and introduces the latest ideas, including organizational identity theory, process and practice theories, and aesthetics. An Online Resource Centre accompanies this text and includes: For students: Multiple Choice Questions For registered adopters: Lecturer's guide PowerPoint slides Figures and tables from the book

Why and what organizations change is generally well known; how organizations change is therefore the central focus of this Handbook. Leading scholars focus on processes of change and the factors that influence these processes, with the organization as the central unit of analysis.

Family business is the most prominent form of business organization, and its importance to the global economy cannot be under-estimated. Until recently, the impact of the family on entrepreneurial firms has been under-researched, leading to a conceptual gap between the two areas of study, and an underestimation of the contribution of family systems to entrepreneurial success. Starting from the consideration that family is an intimate and essential aspect of entrepreneurship, this book considers connections between family, family members, entrepreneurial behavior, family business, society and the economy. Bringing together a unique range of international contributions, it offers new theoretical perspectives and empirical insights as well as an in-depth consideration of the diversity of contexts and processes associated with entrepreneurship in family settings. Above all, this book opens up a comprehensive research agenda on the linkages between family, family firms and entrepreneurship and will be of interest to researchers, educators and advanced students of entrepreneurship, small firms and family business.

The topic of organizational identity has been fast growing in management and organization studies in the last 20 years. Identity studies focus on how organizations define themselves and what they stand for in relation to both internal and external stakeholders. Organizational identity (OI) scholars study both how such self-definitions emerge and develop, as well as their implications for OI, leadership and change, among others. We believe there are at least four inter-related reasons for the growing importance of OI. OI addresses essential questions of social existence by asking: Who are we and who are we becoming as a collective? It is a relational construct connecting concepts and ideas that are often viewed as oppositional, such as "us" and "them" or "similar" and "differen". OI is also nexus concept serving to gather multiple central constructs, also represented in this Handbook. Finally, OI is inherently useful, as knowing who you are is the foundation for being able to state what you stand for and what you are promising to others, no matter their relation with the organization. The Handbook provides a road-map to the OI field organized in over 25 chapters across seven sections. Each chapter not only offers a broad overview of its particular topic, each also advances new knowledge and discusses the future of research in its area of focus.

Interdisciplinary Dialogues on Organizational Paradox is an innovative two-part volume that enriches our understanding about paradox; both deepening the theory and offering greater insight to address grand challenges we face in the world today. Part A: Learning from Belief and Science explores the realms of beliefs and physicality.

This volume seeks to explore how process theorizing can advance understanding of organizational routines. It reviews the main approaches to routines, and presents new thinking and research.

This important book focuses on the role of human dignity, its protection and promotion in the context of organization and Humanistic Management. The recent phenomenon of humanism in management already has a rich body of literature and takes up many themes both theoretically, and from a practitioner perspective. Dignity and the Organization is the first book to explicitly deal with the topic of human dignity and management. The chapters address various aspects and problems from a humanistically-oriented perspective, taking up issues relevant for the contemporary management theorists and practitioners, and are concerned with organization, management and the social and cultural context. The book develops the notion of human dignity in conceptual and theoretical terms in its practical application, within the context of organizations.

How smart companies are opening up strategic initiatives to involve front-line employees, experts, suppliers, customers, entrepreneurs, and even competitors. Why are some of the world's most successful companies able to stay ahead of disruption, adopting and implementing innovative strategies, while others struggle? It's not because they hire a new CEO or expensive consultants but rather because these pioneering companies have adopted a new way of strategizing. Instead of keeping strategic deliberations within the C-Suite, they open up strategic initiatives to a diverse group of stakeholders—front-line employees, experts, suppliers, customers, entrepreneurs, and even competitors. Open Strategy presents a new philosophy, key tools, step-by-step advice, and fascinating case studies—from companies that range from Barclays to Adidas—to guide business leaders in this groundbreaking approach to strategy. The authors—business-strategy experts from both academia and management consulting—introduce tools for each of the three stages of strategy-making: idea generation, plan formulation, and implementation. These are digital tools (including strategy contests), which allow the widest participation; hybrid digital/in-person tools (including a "nightmare competitor challenge"); a workshop tool that gamifies the business model development process; and tools that help companies implement and sustain open strategy efforts. Open strategy has an astonishing track record: a survey of 200 business leaders shows that although open-strategy techniques were deployed for only 30 percent of their initiatives, those same initiatives

generated 50 percent of their revenues and profits. This book offers a roadmap for this kind of success.

Ethical leadership has come to the forefront of management thought in the twenty-first century in the wake of breaches of judgement and integrity that have plagued international markets. This volume assembles an international cadre of management scholars to explore questions surrounding ethical leadership. Using a variety of methods and approaches, this collection of studies examines how people determine the ethicality of their leaders, the complex connection of trust and those perceptions, and how that affects positive employee outcomes in the private and public sectors. Issues are explored both from the standpoint of behaving unethically and behaving ethically at the individual and firm levels. The diversity of approaches and penetrating insight makes this a valuable resource for anyone interested in understanding the dynamics of ethics and leadership. This book was originally published as a special issue of the Journal of Change Management.

This book presents a novel and comprehensive process theory of organization applicable to "a world on the move," where connectedness prevails over size, flow prevails over stability, and temporality prevails over spatiality. The process theory developed in the book draws upon process thinking in a number of areas, including process philosophy, pragmatism, phenomenology, and science and technology studies. Salient ideas from these schools are carefully woven into a process theory of organization, which makes the book not only a thought provoking theoretical contribution, but also a much needed glimpse into the challenges faced by organizers. Taking a distinctly temporal view of organizational life the author shows how actors operate in an on-going present in which they draw upon their past and project their past as ambitions for the future. This on-going work in which technologies, concepts, and social actors take part is crucial for the making of any type of organizational formation. A key construct of the book is that of events, which provide force, movement, and continuity to organizational life. The book is suitable for scholars and advanced level students in organization studies, management studies, technology studies, and sociology. It contains a number of practical examples to illustrate the theoretical framework.

A multidisciplinary collection on global public entity strategic communication Research into public sector communication investigates the interaction between public and governmental entities and citizens within their sphere of influence. Today's public sector organizations are operating in environments where people receive their information from multiple sources. Although modern research demonstrates the immense impact public entities have on democracy and societal welfare, communication in this context is often overlooked. Public sector organizations need to develop "communicative intelligence" in balancing their institutional agendas and aims of public engagement. The Handbook of Public Sector Communication is the first comprehensive volume to explore the field. This timely, innovative volume examines the societal role, environment, goals, practices, and development of public sector strategic communication. International in scope, this handbook describes and analyzes the contexts, policies, issues, and questions that shape public sector communication. An interdisciplinary team of leading experts discusses diverse subjects of rising importance to public sector, government, and political communication. Topics include social exchange relationships, crisis communication, citizen expectations, measuring and evaluating media, diversity and inclusion, and more. Providing current research and global perspectives, this important resource: Addresses the questions public sector communicators face today Summarizes the current state of public sector communication worldwide Clarifies contemporary trends and practices including mediatization, citizen engagement, and change and expectation management Addresses global challenges and crises such as corruption and bureaucratic roadblocks Provides a framework for measuring communication effectiveness Requiring minimal prior knowledge of the field, The Handbook of Public Sector Communication is a valuable tool for academics, students, and practitioners in areas of public administration, public management, political communication, strategic and organizational communication, and related fields such as political science, sociology, marketing, journalism, and globalization studies.

Time, temporality, and history are inherently important constructs in process organization studies, yet have struggled to move beyond limited conceptualizations in management theory. This volume draws together emerging strands of interest to adopt a more nuanced approach in understanding the temporal aspects of organizational processes.

Exceptional management skills are crucial to success in educational environments. As school leaders, principals are expected to effectively supervise the school system while facing a multitude of issues and demands. Multidimensional Perspectives on Principal Leadership Effectiveness combines best practices and the latest approaches in school administration and management. Exploring the challenges faced by principals, as well as the impact of new managerial tactics being employed, this book is a comprehensive reference publication for policymakers, academicians, researchers, students, school practitioners, and government officials seeking current and emerging research on administrative leadership in educational settings.

Many streams of research in organization and management have criticized the mainstream view of organizations as decision-making and information-processing structures, controlled through rational representations (substantive or procedural rationality). In spite of their differences, these streams of research share some key theoretical principles: Their processual view of organizing as 'becoming', their emphasis on the key role of action and action meaning; their interest in the agential power of artefacts and objects; the exploratory and inquiring nature of organizing. This book argues that Pragmatist thought can contribute to those approaches offering some theoretical argument, both as a general intellectual orientation and as a conceptual toolbox. As a general attitude, Pragmatism develops a radical critique of all the dualisms which often hinder organization studies: Thought and action, design and utilization, decision and execution, reality and representation, to name a few. As a conceptual toolbox, Pragmatism can contribute and clarify key concepts for organization and management studies, such as inquiry, semiotic mediation, habit, abduction, trans-action, and valuation. However, Pragmatist thought is still little known by organization and management scholars and by reflexive managers. The proposed book aims at making pragmatist key notions accessible to them and applicable to theorize organizations and transform managerial practices.

Winner of the 2018 Outstanding Edited Book Award from the Organizational Communication Division of the National Communication Association The Agency of Organizing explains why the notion of agency is central to understanding what organizations are, how they come into existence, continue to exist, or fade away, and how they function. Written by leading organizational communication scholars, the chapters in this edited volume present seven different theoretical perspectives on agency in the dynamics of organizing. Authors discuss how they conceptualize agency from their own perspective and how they propose to investigate agency empirically in processes of organizing by using specific methods. Through insightful case studies, they demonstrate the value of these perspectives for organizational research and practice.

With the growing influence of discursive and narrative perspectives on organizing, organizational scholars are focusing increasing attention on the constitutive role that language and communication play in organizational processes. This view conceptualizes

language and communication as bringing organization into being in every instant and is therefore inherently sympathetic to a process perspective. However, our understanding of the role of language in unfolding organizational processes and as a part of organizational action is still limited. This volume brings together empirical and/or conceptual contributions from leading scholars in organization and communication to develop understanding of language and communication as constitutive of work, and also analyze how language and communication actually work to achieve influence in the context of organizations. It aims to elucidate the role language, communication, and narrativity play as part of strategic and institutional work in and around organizational phenomena. In keeping with the preceding volumes in the Perspectives on Process Organization Studies series, this collection demonstrates why we need to start thinking processually and offers a range of theoretical and methodological approaches to studying these 'works in process' that we call organizations, companies, businesses, institutions, communities, associations, or NGOs

Despite the plethora of books on change, there appears is a notable gap in the field; rarely is the authentic and candid voice of change practitioners heard. Seldom are those most closely involved in the management of change given (or seek) the opportunity to write about their personal experiences and reflexiveness. Nor is this just a case of practicing managers not being given a voice, or feeling that they cannot be frank and open about what they do. How often do academics candidly state what they actually do when they are faced with managing change in their own institutions or when they are called on in a consultancy capacity? Similarly, it is rare for full-time consultants to be candid about what it is they actually do: instead they tend to have a well-honed sales pitch which lays out a logical change process directed at helping the client to achieve success. Yet, when academics, consultants and practicing managers are prepared to speak candidly about what they really do, a richer, messier but more illuminating picture of change emerges. The aim of Perspectives on Change is to move beyond the 'do as I say' approach of most change books and to encourage academics, consultants and managers to say candidly what it is they really do and what they really think about change and how it should be managed. The Editors of this book, Burnes and Randall, have over 60 years of experience between them of studying and teaching change management, acting as consultants and actually managing change projects. They are, therefore, well aware of the differences and contradictions between what academics, consultants and managers say about change in public and what they say in private and do in practice. Perspectives on Change will offer students and practitioners of change a unique opportunity to understand change in practice. In addition, it will also contribute to the Rigour-Relevance debate by giving a different and perhaps more realistic perspective on the nature of the gap between theory and practice.