

COM 325-002 Unit Test #2 (Foundations: Part II)

The test on **Thursday, October 10th, at 2:00 p.m.** will cover the introductory materials from Chapters 4, 5, & 6 in the Modaff & DeWine text as well as the handouts and course materials provided in class. Test questions will include multiple choice, true/false, short answer, definitions, short essay, and longer essay questions. *Paper will be provided.* KNOW THE FOLLOWING:

Chapter Four: Systems Theory

What are some potential misunderstandings that occur when an organization is viewed as a system?

What are the major principles of the General Systems Theory?

Explain the characteristics of organizations as systems.

Distinguish between systems, subsystems, and supersystems.

What are the primary indicators of a “healthy” system?

Be ready to explain the characteristics and attributes of the learning organization?

Chapter Five: Organizational Culture Theory and Critical Theory

What are the primary distinctions between Organizational Culture Theory and Critical Theory?

What is organizational culture?

Explain the misunderstandings that are created using organizational culture theory.

Distinguish between the two perspectives on organizational culture (variable, root metaphor). Provide detailed information about the key components of culture as variable and the elements of culture as root metaphor and provide examples of each.

Explain Schein’s Model of Organizational Culture. Differentiate the three levels of culture.

Describe Critical Theory and explain how it can be applied to study organizational communication.

What is the relationship between power, hegemony, and concertive control?

What are the issues and challenges related to Critical Theory?

Chapter Six: The Communicative Organization

Be ready to discuss the model of core principles to guide and influence the way people function in organizations (The Communicative Organization).

What do Modaff and DeWine mean when they talk about “Talk as ACTION?”

Know the four components of the communicative organizational model (anticipate misunderstandings, social interaction, behavioral flexibility, and strategic communication planning) and be able to discuss each in detail.

How would an organizational communication researcher use the communicative organizational model to analyze communication in an organization?

Matching

Be ready to match each of the major theorists discussed in Chapters four, five, and six with their appropriate theories.

Definitions from Chapters 4, 5, and 6

Systems theory

Input

Throughput (processes)

Output

Dynamic Homeostasis

Equivocality

Requisite Variety

Contingency theory

Adaptive (single-loop) learning

Generative (double-loop) learning

Organizational culture

Critical theory

Power

Hegemony

Concertive Control

Communicative Organization