Abstract
In this talk, Professor Haas explores the use of the communication audit as a tool for understanding and diagnosing communication in organizational settings. Previous audit-driven research supports the notion that organizations exhibit stable, predictable outcomes associated with communication involving issues such as perceptions of information received and information desired. This project reports on the analysis of communication audit data from four different kinds of organizations and considers how the results of communication audits might be interpreted. It is a follow up to research published 10 years ago in Zimmermann, S., Sypher, B.D., & Haas, J.W. (1996). A communication metamyth in the workplace: The assumption that more is better. The Journal of Business Communication, 33, 185-204

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