

Week 1 Assignment

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Healthy dialogue within an organization can be an important piece to success. Dialogue can take on multiple forms, including mindful communication, equitable transaction, empathetic conversation, and real meeting. All four styles of dialogue can occur within an organizational context, however some strategies are easier to achieve than others. Real meeting can be hard to achieve in an organization because it requires people to transcend their roles and speak from a level playing field, unfortunately it is difficult to do that within the confines of job titles and career roles. Mindful communication may be one of the easier modes to achieve because it requires personal thought and action when dialoguing with others. Mindful communication requires a person to have self-discipline and practice this style to be conscious of their communication and be authentic when interacting with others (Eisenberg & Goodall, 2014).

When an organization has people working within it that feel free to express their thoughts and feelings without fear or rejection or chastising, it can lead to more commitment and satisfaction in the workplace for everyone. The need for the dialogue to be healthy, though, is important. If ground rules aren't laid for all to be on the same page, open dialogue can also lead to hurt feelings if some person's ideas aren't implemented. It also can lead to thoughts of equal power and influence, even when in most organizations the owner, or the board, have the final say in how the organization moves forward (Eisenberg & Goodall, 2014).

Dialogue can also take time to process, so an organization must commit to the process of being inclusive and allowing for the employees to find their comfortability level when dialoguing and giving input. Creating spaces where those within the organization can feel comfortable and valued is important. One way to do this is to bring in presenters to discuss

specific topics, opening the door for comments at the end, while interacting and evaluating the conversation to see how it can benefit the organization. Including dialogue into a company's long term strategic planning can be an advantage by helping identify different groups that need to be nurtured within the organization and give viewpoints from different angles that management may not have thought of (Potapchuk, 2014).

Overcoming challenges that come through dialogue can be tricky if there are people within the organization that are not on board with the direction that the organization may decide to go. It is important in those cases to make sure that those who resist the direction of the dialogue feel like their voice is important too, even if it opposes the view of others. It is vital that those people feel like they were listened to and given space to explain their viewpoint, with others in the organization being open to change in their thought in the case that points are made that validate the need to modify something within the organization. It also can be very important to revisit the conversation and make sure that everyone is on the same page and feel like the dialogue was beneficial to at least understand other's points of view (Blount & Carroll, 2017).

It is important to note that when going into an organizational context with the intent to dialogue that the communication should work two ways, and that the participants take turns interacting, with the goal of reaching a mutual understanding, even if they don't agree. If the conversation is surrounded based on getting a specific idea into collective agreement, the dialogue turns into a monologue, and in most cases, that doesn't negate the advantages of dialogue (Schneiderman, 2012).

References

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