

Christopher Green

Dr. Sharron Greaves

Introduction to Communications

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Chapter 12 Case Study

1. Constitutive rules explain the misunderstanding between Ed and his manager because the manager's statement could be interpreted as passive-aggressive. In turn, Ed responds with another message that could be rude or disrespectful. In addition, Ed's lack of apology could mean he did not believe that the banquet was an important event.
2. Perhaps, Ed can become close friends with co-workers who have been at the company for longer than he has. This way, he would interact with them and better understand normative company practices. This action could have prevented the conflict between Ed and his manager.
3. The ambiguity and abstraction inherent in language are shown when Ed failed to address his manager's comment that questioned Ed's loyalty to the company; it could have been interpreted as Ed being disrespectful or flippant toward the subject matter. If Ed were to specify that he was loyal to the company before explaining why he did not attend, the conversation might have taken a different turn.
4. One thing that I believe that Ed should do is formally apologize for missing the banquet, regardless of his reason for missing. Using *I-language* in this situation might relieve some of the tension. In addition, it could help Ed's manager be more open to listening and help him understand Ed's quandary. Ed's ability to index could also show his manager that he is focused and serious about the company and that he missed the banquet. Ed could also

use a dual perspective to understand how vital the banquet was to his manager and the company.

5. I don't think that the banquet is a ritual. An annual event is not a regularly occurring event. The annual banquet is leaning more towards a rite because it is a dramatic and planned event rather than an activity practiced often.