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1. How does the concept of constitutive rules, which we first discussed in chapter 4, help explain the misunderstanding between Ed and his manager?
 - a. The concept of constitutive rules helps explain this misunderstanding because constitutive rules mean fundamental rules and attending the company banquet was not a constitutive rule. It's stated on the invitation "hope to see you there" not "it's mandatory for attendance"
2. How might Ed use the informal network in his organization to learn the normative practices of the company and the meetings they have with others in the company?
 - a. Ed can ask his fellow employees the expectations that are not written down in the handbook. Maybe he could invite his co-workers with a lot of seniority out for coffee to discuss what is expected of him. He should always ask coworkers before office events.
3. How do the ambiguity and abstraction inherent in language explain the misunderstanding between Ed and his manager?
 - a. The ambiguity and abstraction in her language shows that there was not an open form of communication in terms of mandatory attendance and it was only an idea that was stated on the invitation "hope to see you there" not "mandatory attendance is required".

4. How would you suggest that Ed repair the damage done by his absence from the company banquet? What might he say to his manager? How could he use I-language, indexing, and do a perspective to guide his communication?
 - a. All Ed can do to repair the damage done by missing the banquet is to apologize and promise to attend all events moving forward. He may say “I’m sorry for not attending the banquet. I didn't know it was a command performance. I enjoy working here and I’m very loyal to the company. I will not make that mistake moving forward”
5. Do you think the banquet is a ritual? Why or why not?
 - a. Rituals are forms of communication that occur regularly and that members of an organization perceive as familiar and routine parts of organizational life. I do think the banquet is a ritual for the company. It is held every single year for the employees. Employees do communicate there; and the goal is to be united and for loyalty purposes.