

1. How does the concept of constitutive rules, which we first discussed in Chapter 4, help explain the misunderstanding between Ed and his manager?

The constitutive rules are made for the correct intent of the communication according to the circumstance and the context. It shows how often Ed was speaking to his coworkers who had been working at this job much longer than him. If he would've communicated with them, he would have found out that the head of management looks at the yearly dinner as a mandatory occasion that makes up the company's commitment and togetherness.

2. How might Ed use the informal network in his organization to learn the normative practices of the company and the meanings they have to others in the company?

I believe Ed and his coworkers should come together for casual talks outside of the office to learn more about the job as a whole and get to know his coworkers. He can also have a better understanding of how the company operates. I feel that Ed getting out of the office will be a very good move for him. I say this because not only can we be more introspective and learn more about his coworkers and what their company means, but also because we can learn more about ourselves.

3. How do the ambiguity and abstraction inherent in language explain the misunderstanding between Ed and his manager?

Because of his absence at the dinner, I believe Ed thinks his management does not believe he is totally dedicated to this job. I suppose his boss feels he isn't all the way committed to the company and that he doesn't want to excel. I feel that if Ed had understood that his absence was causing a problem, he would have alerted a co-worker rather than not showing up or saying anything at all.

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 dual perspective to guide his communication?

I would recommend that Ed apologizes first and tells his management how important his daughter's performance was to him and how this will not happen again. I believe he should make an effort to show his want to be there by working harder and maybe even overtime. For example, that he feels that he did the right thing by using I language, rather than me supporting my daughter. I felt like a red color collecting data and excuses why he had to skip the meeting even though it was obligatory. He didn't know since the invites read hope to see you there and he didn't realize there wasn't simply an answer.

5. Do you think the banquet is a ritual? Why or why not?

According to the book, a ritual is a type of regulated communication that members of an organization see as a regular normal component of organizational life and that represents our unique value or job description. Overall, I believe the banquet is a ritual because, as the ads manager stated, it is a yearly event that

everyone is expected to attend. As stated in the case study, the invitation clearly stated "Hope to See You There" and there was no RSVP, so I did not inform anyone that he would be unable to attend. I believe it is a ritual because this meeting was held every year to demonstrate who was with them and who was not, as well as who was loyal to the corporation and who was not.