

Glossary

ABD	Asian Business Discourse
ADS	Average Deal Size
APAC	Asia Pacific
B2B	Business to Business
B2B2C	Business to Business to Consumer
BI	Business Intelligence
BPCB	Business Partner Centre
BPR	Business Process Reengineering
BYOD	Bring Your Own Device
BYOW	Bring Your Own Wearable
CAD	Computer-Aided Design
CAPEX	CAPital EXpenditure
CCO	Communicative Constitution of Organizations
CEO	Chief Executive Officer
CFC	Centre For Customers
CFO	Chief Financial Officer
CMC	Computer-Mediated Communication
CMS	Content Management System
COF	Cut Off, cut off date
CPN	Coloured Petri Nets
CRM	Customer Relations Management
CSS	Customer Support and Service
DAAT	Discount And Approval Tool
DD	Delivery Date
EAM	Enterprise Asset Management

EBT	Earnings Before Taxes
EESS	Emergent Enterprise Software Systems
EMEA	Europe, Middle East, Africa
EOB	End of Business Day
EOD	End Of Day
EOL	End Of Life
EPS	Earnings Per Share
ERP	Enterprise Resource Planning
ES	Evolution Strategy
fc/FC	forecast/Forecast
FULU	Full Use
FX	Foreign [currency] Exchange
FY	Fiscal Year
HQ	HeadQuarters
HR	Human Resources
HTML	HyperText Markup Language
HW	Hardware
IaaS	Infrastructure as a Service
IDE	Integrated Development Environment
IFCS	Identifier For Customer Support
IM	Instant Messaging
IoP	Internet of People
IoPTS	Internet of People, Things and Services
IoS	Internet of Services
IoT	Internet of Things
IPO	Initial Public Offering
IR	Investor Relations
ISP	Internet Service Provider
ISV	Independent Software Vendor
KPI	Key Performance Indicator
LAD	Latin American Region
LDAP	Lightweight Directory Access Protocol
LFES	Licence For Embedded Systems
LFOU	Licence For One User
M&A	Mergers and Acquisitions
M2M	Machine-to-Machine
MD&A	Management Discussion and Analysis
MDM	Master Data Management
MVNS	Managed Video Network Services
NA	North America
NGO	Non-Governmental Organization
NOC	Network Operations Center
OBB	Organisational Buying Model
OPEX	Operating expense
PaaS	Platform as a Service
PAYG	Pay As You Go

PC	Personal Computer
PFPV	Portal For Partners and VADs
PO	Purchase Order
PoC	Proof of Concept
PP	Partner Programme
PWYW	Pay-what-you-want
Q	Quarter
QG	Quote Generator
RFE	Request For Enhancement
RFI	Request For Information
RFID	Radio-Frequency IDentification
RFP	Request For Proposal
ROI	Return On Investment
RSS	Really Simple Syndication
SaaS	Software as a Service
SAST	Service And Support Team
SCM	Supply Chain Management
SDV	Solution for Desktop Virtualisation
SDVC	Solution for Desktop Virtualisation Client
SEC	Securities and Exchange Commission
SeReq	Service Request
SFA	Sales Force Automation
SFSU	Support For Software and Updates
SFUA	Specific Full Use Access
SIFY	Support In the First Year
SMP	Social Media Platform
SOD	Sales Ordering Document
SPES	Sales Planning and Execution Software
SPT	Sales Planning Tool
SRF	Software Registration Form
SSP	Service Support Portal
SST	Sales Supporting Tool
SVP	Senior Vice President
SW	Software
TCO	Total Cost of Ownership
TF-IDF	Term Frequency–Inverse Document Frequency
TNC	Transnational Corporation
TS	Telesales
TSS	Terminal Server Solution
TTM	Time To Market
UEULA	Unlimited End User Licence Agreement
UML	Unified Modelling Language
UPC	Universal Product Code
VAD	Value Added Distributor
VAR	Value Added Reseller
VM	Virtual Machine

352 Glossary

VOD	Video on Demand
VP	Vice President
WebRTC	Web Real Time Communication
WW	World Wide
WWT	World Wide Team
XBRL	eXtensible Business Reporting Language
XML	eXtensible Markup Language

Bibliography

- Akar, D. (2002). The macro contextual factors shaping business discourse: The Turkish case. *International Review of Applied Linguistics in Language Teaching*, 40, 305–322.
- Albarran, A. B., & Arrese, A. (2003). *Time and media markets*. Mahwah: Lawrence Erlbaum Associates.
- Albrow, M. (1990). Introduction. In M. Albrow & E. King (Eds.), *Globalization, knowledge and society: Readings from international sociology* (pp. 1–9). Thousand Oaks: Sage.
- Albrow, M. (1996). *The global age*. Stanford: Stanford University Press.
- Alnajjar, J. (2015). *Mixed qualitative methods in conducting business communication audits*. In European conference on research methodology for business and management studies, Academic Conferences International Limited.
- Al-Rodhan, N. R. F., & Stoudmann, G. (2006). *Definitions of globalization: A comprehensive overview and a proposed definition*. Retrieved from http://www.wh.agh.edu.pl/other/materialy/678_2015_04_21_22_04_13_Definitions%20of%20Globalization_A%20Comprehensive%20Overview%20and%20a%20Proposed%20Definition.pdf
- Alvesson, M., & Kärreman, D. (2000). Varieties of discourse: On the study of organizations through discourse analysis. *Human Relations*, 53(9), 1125–1149.

- Alvesson, M., & Willmott, H. (1996/2012). *Making sense of management*. London: Sage.
- Alvesson, M., & Willmott, H. (2002). Identity regulation as organizational control: Producing the appropriate individual. *Journal of Management Studies*, 39(5), 619–644.
- Alvesson, M., & Willmott, H. (2012). *Making sense of management: A critical introduction* (2nd ed.). Thousand Oaks: Sage.
- Amernic, J., & Craig, R. (2006). *CEO speak. The language of corporate leadership*. Montreal/Kingston: McGill-Queen's University Press.
- Ancona, D., & Chong, C. (1996). Entrainment: Pace, cycle and rhythm in organizational behavior. In B. M. Staw & L. L. Cummings (Eds.), *Research in organizational behaviour* (Vol. 18, pp. 251–284). Greenwich: JAI Press.
- Anderson, S., & Cavanagh, J. (2000). Top 200: The rise of global power. *Global Policy Forum*. Retrieved from <https://www.globalpolicy.org/component/content/article/221-transnational-corporations/47211.html>
- Andrews, D. C. (2009). North America: The state of the field. In F. Bargiela-Chiappini (Ed.), *The handbook of business discourse* (pp. 43–52). Edinburgh: Edinburgh University Press.
- Appadurai, A. (1996). *Modernity at large: Cultural dimensions of globalization*. Minneapolis: University of Minnesota Press.
- Apps-facilitated communication and transmission of information. (2016, February 10). The Ford Motor Company Media Center. No Author. Retrieved from <https://media.ford.com/content/fordmedia/fna/us/en/news/2016/02/10/innovative-smartphone-app-saves-ford-factory-workers.html>
- Aras, G., & Crowther, D. (2014). *The balanced company: Organizing for the 21st century* (J. D. Rendtorff, Ed.). Aldershot: Gower Publishing.
- Argenti, P. A., & Barnes, C. M. (2009). *Digital strategies for powerful corporate communications*. New York: McGraw-Hill.
- Argentini, P. A. (2011, February–March). Digital strategies for powerful corporate communications. *The European Financial Review*, 61–64. Retrieved from http://awpagesociety.com/images/uploads/Argenti_Digital_Strategies.pdf
- Argyris, C. (2002). Double-loop learning, teaching, and research. *Academy of Management Learning & Education*, 1(2), 206–218.
- Aritz, J. and R. Walker (Eds.). *Discourse Perspectives on Organizational Communication*. Madison, WI: Fairleigh Dickinson University Press.
- Ashby, W. R. (1956). *An introduction to cybernetics*. London: Chapman and Hall.

- Ashby, W. R. (1968). Variety, constraint, and the law of requisite variety. In W. Buckley (Ed.), *Modern systems research for the behavioral scientist*. Chicago: Aldine Publishing Co.
- Ashby, W. R. (1970). *Information flows within large coordinated systems* (Biological Computer Laboratory BCL Report #70.2). Urbana: University of Illinois, pp. 38–39.
- Ashby, W. R., & Goldstein, J. (2011). Variety, constraint, and the law of requisite variety. *Emergence: Complexity and Organization*, 13(1/2), 190.
- Ashcraft, K. L., Kuhn, T. R., & Cooren, F. (2009). Constitutional amendments: “Materializing” organizational communication. *The Academy of Management Annals*, 3(1), 1–64.
- Austin, J. L. (1962). *How to do things with words*. Oxford: Clarendon.
- Austin, J. L. (1975). *How to do things with words* (2nd ed.). Oxford: Oxford University Press.
- Austin, J. L., & von Savigny, E. (1972). *Zur Theorie der Sprechakte*. Leipzig: Reclam.
- Awati, K. (2013a, February 7). The system and the lifeworld: A note on the gap between work and life [Web log post]. Retrieved from <https://eight2late.wordpress.com/2013/02/07/the-system-and-the-lifeworld-a-note-on-the-gap-between-work-and-life/>
- Awati, K. (2013b). *Towards a critical practice of management: A book review*. Retrieved from <https://eight2late.wordpress.com/2013/07/18/towards-a-critical-practice-of-management/>
- Baecker, D. (2003). *Organisation und management*. Frankfurt am Main: Suhrkamp.
- Baecker, D. (2006). The form of the firm. *Organization*, 13(1), 109–142.
- Baecker, D. (2011). *Organisation und Störung. Aufsätze*. Frankfurt am Main: Suhrkamp.
- Ballard, D. I., & Seibold, D. R. (2000). Time orientation and temporal variation across work groups: Implications for group and organizational communication. *Western Journal of Communication*, 64, 218–242.
- Ballard, D. I., & Seibold, D. R. (2003). Communicating and organizing in time: A meso-level model of organizational temporality. *Management Communication Quarterly*, 16, 380–415.
- Ballard, D. I., & Seibold, D. R. (2004a). Organizational members’ communication and temporal experience: Scale development and validation. *Communication Research*, 31, 135–172.

- Ballard, D. I., & Seibold, D. R. (2004b). Communication-related organizational structures and work group members' temporal experience: The effects of interdependence, type of technology, and feedback cycle on members' views and enactments of time. *Communication Monographs*, 71, 1–27.
- Ballard, D. I., & Seibold, D. R. (2006). The experience of time at work: Relationship to communication load, job satisfaction, and interdepartmental communication. *Communication Studies*, 57(3), 317–340. doi:[10.1080/10510970600845974](https://doi.org/10.1080/10510970600845974).
- Bargiela-Chiappini, F. (2004). Intercultural business discourse. In C. N. Candlin & M. Gotti (Eds.), *Intercultural aspects of specialized communication* (pp. 29–52). Bern: Peter Lang.
- Bargiela-Chiappini, F. (2005). Asian business discourse(s): An introduction. *Journal of Asian Pacific Communication*, 16(1), 1–24.
- Bargiela-Chiappini, F. (Ed.). (2009a). *The handbook of business discourse*. Edinburgh: Edinburgh University Press.
- Bargiela-Chiappini, F. (2009b). Introduction: Business discourse. In *The handbook of business discourse* (pp. 1–17). Edinburgh: Edinburgh University Press.
- Bargiela-Chiappini, F. (2012). Asian business discourse(s). In J. Aritz & R. Walker (Eds.), *Discourse perspectives on organizational communication* (pp. 59–80). Madison: Fairleigh Dickinson University Press.
- Bargiela-Chiappini, F., & Harris, S. J. (1996). Requests and status in business correspondence. *Journal of Pragmatics*, 26(5), 635–662.
- Bargiela-Chiappini, F., & Harris, S. (1997). *The languages of business: An international perspective*. Edinburgh: Edinburgh University Press.
- Bargiela-Chiappini, F., & Nickerson, C. (1999). Business writing as social action. In F. Bargiela-Chiappini & C. Nickerson (Eds.), *Writing business: Genres, media and discourses* (pp. 1–32). Essex: Pearson Education Limited.
- Bargiela-Chiappini, F., & Nickerson, C. (2002). Business discourse: Old debates, new horizons. *International Review of Applied Linguistics in Language Teaching*, 40(4), 273–286.
- Bargiela-Chiappini, F., & Nickerson, C. (2003). Intercultural business communication: A rich field of studies. *Journal of Intercultural Studies*, 24(1), 3–15.
- Bargiela-Chiappini, F., & Tanaka, H. (2012). The mutual gaze: Japan, the West and management training. In S. Nair-Venugopal (Ed.), *The gaze of the West and framings of the East* (pp. 139–155). Basingstoke: Palgrave Macmillan.
- Bargiela-Chiappini, F., Bulow-Moller, A. M., Nickerson, C., Poncini, G., & Zhu, Y. (2003). Five perspectives on intercultural business communication. *Business Communication Quarterly*, 66(3), 73–97.

- Bargiela-Chiappini, F., Chakorn, O. O., Lay, G. C. C., Jung, Y., Kong, K. C., Nair-Venugopal, S., & Tanaka, H. (2007). Eastern voices: Enriching research on communication in business: A forum. *Discourse & Communication*, 1(2), 131–152.
- Baron, N. S. (1998). Letters by phone or speech by other means: The linguistics of email. *Language & Communication*, 18(2), 133–170.
- Baron, N. S. (2003). Why email looks like speech. Proofreading, pedagogy, and public face. In J. Aitchison & D. Lewins (Eds.), *New media language* (pp. 85–94). Oxford: Routledge.
- Bastos, M. T. (2013). A cultural form for the technological society. *Matrizes*, 7(1), 193–195.
- Baudrillard, J. (1990). *Fatal strategies*. New York: Semiotext(e).
- Baudrillard, J. (1993). *Symbolic exchange and death*. London: Sage.
- Bauman, Z. (2000). *Liquid modernity*. Cambridge: Polity.
- Bazerman, C. (2000). Letters and the social grounding of differentiated genres. In D. Barton & N. Hall (Eds.), *Letter writing as a social practice* (pp. 15–29). Amsterdam: John Benjamins.
- Beck, U. (1992). *Risk society: Towards a new modernity*. London: Sage.
- Beck, U. (1997). *Was heißt Globalisierung*. Suhrkamp Verlag: Frankfurt am Main.
- Beck, U. (2000). *What is globalization?* (P. Camiller, Trans.). London: Polity.
- Beer, S. (1959). *Kybernetik und Management*. Frankfurt am Main: S. Fischer Verlag.
- Beer, S. (1972). *Brain of the firm: A development in management cybernetics*. Freiburg: Herder and Herder.
- Beer, S. (1975). *Platform for change*. London: Wiley.
- Beer, S. (1979). *The heart of enterprise* (Vol. 2). Hoboken: Wiley.
- Beer, S. (1981). *Brain of the firm: The managerial cybernetics of organization*. New York: Wiley.
- Beer, S. (1984). The viable system model: Its provenance, development, methodology and pathology. *Journal of the Operational Research Society*, 35, 7–25.
- Beer, S. (1985). *Diagnosing the system for organizations*. Hoboken: Wiley.
- Beer, S. (1993). *Designing freedom*. Toronto: House of Anansi Press.
- Beer, S. (1994a). *Beyond dispute: The invention of team synteegrity*. Chichester: Wiley.
- Beer, S. (1994b). *Decision and control: The meaning of operational research and management cybernetics*. New York: Wiley.
- Benkler, Y., & Nissenbaum, H. (2006). Commons-based peer production and virtue. *Journal of Political Philosophy*, 14(4), 394–419.

- Bennett, J. B. (2000). *Time and intimacy: A new science of personal relationships*. Mahwah: Lawrence Erlbaum Associates.
- Berghaus, M. (2011). *Luhmann leicht gemacht: Eine Einführung in die Systemtheorie, translated: Luhmann made easy: An introduction to systems theory* (3rd ed.). Köln: Böhlau Verlag.
- Bernstein, R. J. (2011). *Beyond objectivism and relativism: Science, hermeneutics, and praxis*. Philadelphia: University of Pennsylvania Press.
- Bhatia, V. (2004). *Worlds of written discourse: A genre-based view*. London: Continuum.
- Bhatia, V., Flowerdew, J., & Jones, R. H. (Eds.). (2008). *Advances in discourse studies*. London: Routledge.
- Biebricher, T. (2005). *Selbstkritik der Moderne: Foucault und Habermas im Vergleich* (Frankfurter Beiträge zur Soziologie und Sozialphilosophie, Vol. 7). Frankfurt am Main: Campus Verlag.
- Blau, P. M., & Scott, W. R. (1962). *Formal organizations: A comparative approach*. Palo Alto: Stanford University Press.
- Blau, B. M., DeLisle, R. J., & Price, S. M. (2012). *Costly talk in earnings conference calls and short selling* (Working paper).
- Blumenberg, H. (1986). *Lebenszeit und Weltzeit*. Frankfurt am Main: Suhrkamp.
- Blumenberg, H. (1986). *Lebenszeit und Weltzeit*. Frankfurt am Main: Suhrkamp.
- Boden, D. (1994). *The business of talk: Organizations in action*. Cambridge: Polity Press.
- Bodnaruk, A., Loughran, T., & McDonald, B. (2015). Using 10-k text to gauge financial constraints. *Journal of Financial and Quantitative Analysis*, 50(04), 623–646.
- Bourdieu, P. (1977). *Outline of a theory of practice*. Cambridge: Cambridge University Press.
- Bousfield, D. (2008). *Impoliteness in interaction*. Amsterdam: John Benjamins.
- Bousfield, D., & Locher, M. (2008). *Impoliteness in language*. Berlin: Mouton de Gruyter.
- Bowen, R. M., Davis, A. K., & Matsumoto, D. A. (2002). Do conference calls affect analysts' forecasts? *The Accounting Review*, 77(2), 285–316.
- Bowker, J. (2013). BELF (business English as a lingua franca) and intercultural issues: Rapport management in consulting and training encounters in international and local settings. In M.P. Escoubas-Benveniste & S. Di Vito (Eds.). *Quale plurilinguismo per quale ambito lavorativo multilingue?* (pp. 107–132). Rome: Università di Roma.

- Boyd, D. (2007). *Why youth (heart) social network sites: The role of networked publics in teenage social life*. Cambridge: MIT Press.
- Brav, A., & Heaton, J. B. (2002). Competing theories of financial anomalies. *Review of Financial Studies*, 15(2), 575–606.
- Breeze, R. (2013). *Corporate discourse*. London: A&C Black.
- Broadfoot, K., Deetz, S., & Anderson, D. (2004). Multi-levelled, multi-method approaches in organizational discourse. In D. Grant, C. Hardy, C. Oswick & L. Putnam (Eds.), *The Sage handbook of organizational discourse* (pp. 193–211). London: Sage.
- Brown, R., & Gilman, A. (1960). The pronouns of power and solidarity. In T. A. Sebeok (Ed.), *Style in language* (pp. 253–276). Cambridge, MA: MIT Press.
- Brown, S., Hillegeist, S. A., & Lo, K. (2004). Conference calls and information asymmetry. *Journal of Accounting and Economics*, 37(3), 343–366.
- Brown, S. V., & Tucker, J. W. (2011). Large-sample evidence on firms' year-over-year MD&A modifications. *Journal of Accounting Research*, 49(2), 309–346.
- Brummans, B. H. J. M., Cooren, F., & Chaput, M. (2009). Discourse, communication, and organisational ontology. In F. Bargiela-Chiappini (Ed.), *The handbook of business discourse* (pp. 53–65). Edinburgh: Edinburgh University Press.
- Bruneau, T. (1996). Subjective time, social interaction, and personal identity. In H. B. Mokros (Ed.), *Interaction & identity: Information and behavior* (Vol. 5, pp. 97–115). New Brunswick: Transaction Publishers.
- Bushee, B. J., Matsumoto, D. A., & Miller, G. S. (2003). Open versus closed conference calls: The determinants and effects of broadening access to disclosure. *Journal of Accounting and Economics*, 34(1), 149–180.
- Bushee, B. J., Matsumoto, D. A., & Miller, G. S. (2004). Managerial and investor responses to disclosure regulation: The case of Reg FD and conference calls. *The Accounting Review*, 79(3), 617–643.
- Business communication software reviews. Top ten reviews. No Author. Retrieved from <http://business-communication-software-review.top tenreviews.com>
- Calton, J. M., & Payne, S. L. (2003). Coping with paradox. *Business & Society*, 42(1), 7–42.
- Cameron, D. (2000a). *Good to talk?: Living and working in a communication culture*. Thousand Oaks: Sage.
- Cameron, D. (2000b). Styling the worker: Gender and the commodification of language in the globalized service economy. *Journal of Sociolinguistics*, 4(3), 323–347.
- Cameron, D. (2001). *Working with spoken discourse*. Thousand Oaks: Sage.

- Campbell, J. L. (2004). *Institutional change and globalization*. Princeton: Princeton University Press.
- Candlin, C. (2002). *Research and practice in professional discourse*. Hong Kong: City University of Hong Kong Press.
- Cap, P. (2009). Discourse and business communication: An introduction. In F. Ramallo, A. Lorenzo, X. Rodriguez-Yáñez, & P. Cap (Eds.), *New approaches to discourse and business communication* (pp. 1–11). Basingstoke: Palgrave Macmillan.
- Carlile, P. R. (2002). A pragmatic view of knowledge and boundaries: Boundary objects in new product development. *Organization Science*, 13(4), 442–455.
- Carney, B. M. (2014, 27 October). Let's Uberize the entire economy. *Opinion Forbes*. Retrieved from <http://www.forbes.com/sites/realspin/2014/10/27/lets-uberize-the-entire-economy/>
- Carrió-Pastor, M. L., & Calderón, R. M. (2015). A contrastive analysis of meta-discourse features in business e-mails written by non-native speakers of English. *Procedia-Social and Behavioral Sciences*, 173, 214–221.
- Casey, C. (1995). *Work, self, and society: After industrialism*. London: Sage.
- Castells, M. (2013). *Communication power*. Oxford: Oxford University Press.
- Ceccagnoli, M., Forman, C., Huang, P., & Wu, D. J. (2011). Co-creation of value in a platform ecosystem: The case of enterprise software. *MIS Quarterly*. Retrieved from https://www.scheller.gatech.edu/directory/faculty/forman/pubs/Ceccagnoli_et_al_cocreation.pdf
- Ceccagnoli, M., Forman, C., Huang, P., & Wu, D. J. (2012). Co-creation of value in a platform ecosystem: The case of enterprise software. *MIS Quarterly*, 36(1), 263–290.
- Chang, J. (2004). *Ideologies of English teaching and learning in Taiwan*. Doctoral dissertation, The University of Sydney, Sydney.
- Charles, M., & Marschan-Piekkari, R. (2002). Language training for enhanced horizontal communication: A challenge for MNCs. *Business Communication Quarterly*, 65(2), 9–29.
- Cheng, W., & Warren, M. (2005). Peer assessment of language proficiency. *Language Testing*, 22(1), 93–121.
- Chiapello, E., & Fairclough, N. (2002). Understanding the new management ideology: A transdisciplinary contribution from critical discourse analysis and new sociology of capitalism. *Discourse & Society*, 13(2), 185–208.
- Chilton, P. (2004). *Analysing political discourse: Theory and practice*. London: Routledge.

- Chilton, S., Cuzzo, W., & Stalzer, M. (2005). Habermas's theory of communicative action as a theoretical framework for mediation practice. *Conflict Resolution Quarterly*, 22(3), 325–348.
- Chouliaraki, L., & Fairclough, N. (1999). *Discourse in late modernity: Rethinking critical discourse analysis*. Edinburgh: Edinburgh University Press.
- Chu, H. (2003). *Information representation and retrieval in the digital age*. Medford: Information Today, Inc.
- Chung, L., Nixon, B. A., Yu, E., & Mylopoulos, J. (2012). *Non-functional requirements in software engineering* (Vol. 5). Berlin: Springer Science & Business Media.
- Clegg, S. (1990). *Modern organizations: Organization studies in the postmodern world*. Newbury Park: Sage.
- Clemson, B. (1984). *Cybernetics: A new management tool*. Preston: Abacus Press.
- Cloud, C. (2015, 9 April). *Internet of things (IOT). Role in business communications*. Retrieved from <http://blogs.digium.com/2015/04/09/internet-things-iot-role-business-communications-video/>
- Coiro, J., Knobel, M., Lankshear, C., & Leu, D. J. (Eds.). (2014). *Handbook of research on new literacies*. London: Routledge.
- Colclasure, D. L. (2011). *Habermas and literary rationality*. London: Routledge.
- Coleman, J. S. (1982). *The asymmetrical society*. Syracuse: Syracuse University Press.
- Communication Systems, Inc. No Author, No Date. Retrieved from <http://www.inc.com/encyclopedia/communication-systems.html>
- Conant, R. C., & Ashby, W. R. (1970). Every good regulator of a system must be a model of that system. *International Journal of Systems Science*, 1(2), 89–97.
- Conole, G. (2016). *Characteristics of digital technologies*. Retrieved from <http://e4innovation.com/?p=883>
- Cooren, F. (2000). *The organizing property of communication*. Amsterdam/Philadelphia: John Benjamins.
- Cooren, F. (2015). *Organizational discourse: Communication and constitution*. New York: Wiley.
- Corbett, J. M., Rasmussen, L. B., & Rauner, F. (2012). *Crossing the border: The social and engineering design of computer integrated manufacturing systems*. Berlin: Springer Science & Business Media.
- Cornelissen, J. (2008). *Corporate communication: A guide to theory and practice*. London: Sage.
- Cowling, K., & Tomlinson, P. R. (2005). Globalisation and corporate power. *Contributions to Political Economy*, 24(1), 33–54.

- Crane, A., & Matten, D. (2007). *Business ethics: Managing corporate citizenship and sustainability in the age of globalization*. New York: Oxford University Press.
- Craven, A., & Potter, J. (2010). Directives: Entitlement and contingency in action. *Discourse Studies*, 12(4), 419–442.
- Crawford Camiciottoli, B. (2009). “Just wondering if you could comment on that”: Indirect requests for information in corporate earnings calls. *Text & Talk - An Interdisciplinary Journal of Language, Discourse & Communication Studies*, 29(6), 661–681.
- Crawford Camiciottoli, B. (2010a). Discourse connectives in genres of financial disclosure: Earnings presentations vs. earnings releases. *Journal of Pragmatics*, 42(3), 650–663.
- Crawford Camiciottoli, B. (2010b). Earnings calls: Exploring an emerging financial reporting genre. *Discourse & Communication*, 4(4), 343–359.
- Crawford Camiciottoli, B. (2012a). Downplaying the Downturn: A Critical Analysis of Interdiscursivity in Earnings Calls. In P. Gillaerts, E. de Groot, S. Dieltjens, P. Heyndericksx and G. Jacobs (Eds.). *Researching Discourse in Business Genres. Cases and Corpora*, pp. 163–180. Bern: Peter Lang.
- Crawford Camiciottoli, B. (2012b). Oral financial reporting: A rhetorical analysis of earnings calls. *Financial Reporting*, 4, 15–34.
- Crotty, J. (2005). The neoliberal paradox: The impact of destructive product market competition and ‘modern’ financial markets on nonfinancial corporation performance in the neoliberal era. In G. Epstein (Ed.), *Financialization and the world economy* (pp. 77–110). Cheltenham: Edward Elgar Publishing.
- Culpeper, J. (1996). Towards an anatomy of impoliteness. *Journal of Pragmatics*, 25(3), 349–367.
- Curll, T., & Drew, P. (2008). Contingency and action: A comparison of Two forms of requesting. *Research on Language and Social Interaction*, 41(2), 129–153.
- Cutler, A. C. (2001). Critical reflections on the Westphalian assumptions of international law and organization: A crisis of legitimacy. *Review of International Studies*, 27, 133–150.
- Cutler, A. C. (2002). Private international regimes and interfirm cooperation. In R. B. Hall & J. Biersteker (Eds.), *The emergence of private authority in global governance* (pp. 23–40). Cambridge: Cambridge University Press.
- Cutler, A. C. (2005). Critical globalization studies and international Law under conditions of post modernity and late capitalism. In P. Applebaum & W. I.

- Robinson (Eds.), *Critical globalization studies* (pp. 197–205). New York/London: Routledge.
- Cutler, A. C., Haufler, V., & Porter, T. (Eds.). (1999). *Private authority and international affairs*. Albany: Suny Press.
- Czerniawska, F. (1998). *Corporate speak: The use of language in business*. London: Macmillan.
- Dahl, R. A. (1957). The concept of power. *Behavioral Science*, 2(3), 201–215.
- Dance, F. E. X. (1970). The ‘concept’ of communication. *Journal of Communication*, 20(2), 201–210.
- Dance, F. E. X., & Larson, C. E. (1976). *The functions of human communication: A theoretical approach*. New York: Holt, Rinehart & Wiston.
- Daniushina, Y. V. (2010). Business linguistics and business discourse. *Calidoscópico*, 8(3), 241–247.
- Darics, E. (2010). Relational work in synchronous text-based CMC of virtual teams. In R. Taiwo (Ed.), *Handbook of research on discourse behavior and digital communication: Language structures and social interaction* (pp. 830–851). Hershey: IGI Global.
- Darics, E. (2015a). Introduction: Business communication in the digital age: Fresh perspectives. In E. Darics (Ed.), *Digital business discourse* (pp. 1–16). Basingstoke: Palgrave Macmillan.
- Darics, E. (2015b). Digital media in workplace interactions. In A. Georgakopoulou & T. Spilioti (Eds.), *The Routledge handbook of language and digital communication* (pp. 197–211). Abingdon: Routledge.
- Davis, A. K., Piger, J. M., & Sedor, L. M. (2008). *Beyond the numbers: Managers’ use of optimistic and pessimistic tone in earnings press releases*. In AAA 2008 financial accounting and reporting section (FARS) paper.
- Davis, A. K., Ge, W., Matsumoto, D., & Zhang, J. L. (2012a). The effect of managerial “style” on the tone of earnings conference calls. In *CAAA annual conference proceedings*. Retrieved from <http://faculty.washington.edu/geweili/papers/71%20RAST%202953%20Matsumoto.pdf>
- Davis, A. K., Piger, J. M., & Sedor, L. M. (2012b). Beyond the numbers: Measuring the information content of earnings press release language. *Contemporary Accounting Research*, 29(3), 845–868.
- Deetz, S. A. (1992a). *Democracy in an age of corporate colonization: Developments in communication and the politics of everyday life*. Albany: State University of New York Press.
- Deetz, S. (1992b). Disciplinary power in the modern corporation. In M. Alvesson & H. Willmott (Eds.), *Critical management studies* (pp. 21–45). London/Newbury Park: Sage.

- Deetz, S. (1995). *Transforming communication, transforming business: Building responsive and responsible workplaces*. New York: Hampton Press.
- Deetz, S. (2001). Conceptual foundations. In F. M. Jablin & L. L. Putman (Eds.), *The new handbook of organizational communication: Advances in theory, research, and methods* (pp. 2–46). Thousand Oaks: Sage.
- Deetz, S., & McClellan, J. G. (2009). Critical studies. In F. Bargiela-Chiappini (Ed.), *The handbook of business discourse* (pp. 119–131). Edinburgh: Edinburgh University Press.
- Definition: Machine-to-machine (M2M). Retrieved from <http://internetofthingsagenda.techtarget.com/definition/machine-to-machine-M2M>
- Demers, E., & Vega, C. (2008). *Soft information in earnings announcements: News or noise?* (Working paper). Washington, DC: Federal Reserve Board.
- Dietz, J. L., & Widdershoven, G. A. M. (1991). Speech acts or communicative action? In *Proceedings of the second European conference on computer-supported cooperative work ECSCW'91* (pp. 235–248). Rotterdam: Springer.
- Dillard, J. F., & Yuthas, K. (2006). Enterprise resource planning systems and communicative action. *Critical Perspectives on Accounting*, 17(2), 202–223.
- Dosdoce.com. No Author. Retrieved from http://www.dosdoce.com/upload/ficheros/noticias/201504/new_business_models_in_the_digital_age_book-machine_special_edition.pdf
- Drew, P., & Heritage, J. (1992). Analyzing talk at work: An introduction. In P. Drew & J. Heritage (Eds.), *Talk at work* (pp. 3–65). Cambridge: Cambridge University Press.
- Drori, G. S., Jang, S. Y., & Meyer, J. W. (2006a). Sources of rationalized governance: Cross-national longitudinal analyses, 1985–2002. *Administrative Science Quarterly*, 51(2), 205–229.
- Drori, G. S., Meyer, J. W., & Hwang, H. (2006b). *Globalization and organization: World society and organizational change*. Oxford: Oxford University Press.
- Drucker, P. F. (1994). The theory of the business. *Harvard Business Review*, 72(5), 95–104.
- Drucker, P. (1997). *The organization of the future*. Jakarta: PT. Alex Media Komputindo.
- Druz, M., Wagner, A., & Zeckhauser, R. (2015). *Tips and tells from managers: Reading between the lines of conference calls* (M-RCBG faculty working paper series, 2015–05). Mossavar-Rahmani Center for Business & Government Weil Hall, Harvard Kennedy School. Retrieved from <http://www.hks.harvard.edu/index.php/content/download/74814/1689267/version/1/file/mrcbg.fwp.2015-05.zeckhauser.managers.pdf>

- Dulek, R. E. F., & John, S. (1990). *Principles of business communication*. Upper Saddle River: Prentice Hall College Division.
- Dulek, R. E. F., & John, S. (1990). *Principles of business communication*. New York: Macmillan, 1990.
- Dunning, J. H. (2014). *The globalization of business (Routledge revivals): The challenge of the 1990s*. London: Routledge.
- El-Sawad, A., Arnold, J., & Cohen, L. (2004). 'Doublethink': The prevalence and function of contradiction in accounts of organizational life. *Human Relations*, 57(9), 1179–1203.
- Engelhard, J., & Rehkugler, H. (Eds.). (2013). *Strategien für nationale und internationale Märkte: Konzepte und praktische Gestaltung*. Berlin: Springer Verlag.
- Engelstätter, B., & Sarbu, M. (2013). Does enterprise software matter for service innovation? Standardization versus customization. *Economics of Innovation and New Technology*, 22(4), 412–429.
- Ervin-Tripp, S. (1976). Is Sybil there? The structure of some American English directives. *Language in Society*, 5(01), 25–66.
- Evans, P. (2015). From deconstruction to big data: How technology is reshaping the corporation. In F. Gonzalez (Ed.), *Reinventing the company in the digital age* (pp. 17–36). Bilbao: BBVA Open Mind.
- Evison, J., McCarthy, M., & O'Keeffe, A. (2007). 'Looking out for love and all the rest of it': Vague category markers as shared social space. In J. Cutting (Ed.), *Vague language explored* (pp. 138–157). Basingstoke: Palgrave Macmillan.
- Fairclough, N. (1989). *Language and power*. London/New York: Longman.
- Fairclough, N. (2001a). Critical discourse analysis as a method in social scientific research. In R. Wodak & M. Meyer (Eds.), *Methods of critical discourse analysis* (pp. 121–138). London: Sage.
- Fairclough, N. (2001b). *Language and power*. London: Pearson Education.
- Fairclough, N. (2003). *Analysing discourse: Textual analysis for social research*. Hove: Psychology Press.
- Fairclough, N. (2013). *Critical discourse analysis: The critical study of language*. London: Routledge.
- Fallon, N. (2014, 22 January). 5 ways the cloud will change business communication. *Business News Daily*. Retrieved from <http://www.businessnewsdaily.com/5802-cloud-business-communications-trends.html>
- Farlow, S. J. (1984). *Self-organizing methods in modeling: GMDH type algorithms* (Vol. 54). Boca Raton: CRC Press.
- Feldman, M. S. (2000). Organizational routines as a source of continuous change. *Organization Science*, 11(6), 611–629.

- Feldman, M. S., & Pentland, B. T. (2005). Organizational routines and the macro-actor. In B. Czarniawska & T. Hernes (Eds.), *Actor-network theory and organizing* (pp. 91–111). Stockholm: Liber and CBS Press.
- Felluga, D. (2011a). Modules on Butler: On performativity. *Introductory Guide to Critical Theory 31*. Retrieved from <http://www.purdue.edu/guidetotheory/genderandsex/modules/butlerperformativity.html>
- Felluga, D. (2011b). Modules on Foucault: On power. *Introductory Guide to Critical Theory 31*. Retrieved from <http://www.purdue.edu/guidetotheory/newhistoricisism/modules/foucaultpower.html>
- Fendt, J. (2007). CEO discourse in mergers and acquisitions: Toward a theory of the promise–realities gap. *Research in Organizational Change and Development*, 16, 105–153.
- Ferrara, K., Brunner, H., & Whittemore, G. (1991). Interactive written discourse as an emergent register. *Written Communication*, 8(1), 8–34.
- Finlayson, J. G. (2005). *Habermas: A very short introduction*. Oxford: Oxford University Press.
- Fleming, P. (2014). Review article: When ‘life itself’ goes to work: Reviewing shifts in organizational life through the lens of biopower. *Human Relations*, 67(7), 875–901.
- Florida, R. (2002). *The rise of the creative class: And how it's transforming work, leisure, community and every day life*. New York: Basic Books.
- Flowerdew, L. (2005). An integration of corpus-based and genre-based approaches to text analysis in EAP/ESP: Countering criticisms against corpus-based methodologies. *English for Specific Purposes*, 24(3), 321–332.
- Foucault, M. (1977). *Discipline and punish: The birth of the prison*. New York: Vintage Books.
- Foucault, M. (1982). The subject and power. *Critical Inquiry*, 8(4), 777–795.
- Fox, J. (2015, 30 January). Search for meaning in earnings calls. *Bloomberg View*. <http://www.bloombergview.com/articles/2015-01-30/caterpillar-apple-facebook-mcdonald-s-earnings-conference-calls>
- Francis, J., Lafond, R., Olsson, P., & Schipper, K. (2007). Information uncertainty and post-earnings-announcement-drift. *Journal of Business Finance & Accounting*, 34, 403–433.
- Frandsen, F., & Johansen, W. (2013). Corporate communication. In V. Bhatia & S. Bremner (Eds.), *The Routledge handbook of language and professional communication*. London: Routledge.
- Frankel, R., Johnson, M., & Skinner, D. J. (1999). An empirical examination of conference calls as a voluntary disclosure medium. *Journal of Accounting Research*, 37(1), 133–150.

- Fraser, J. A. (2001). *White-collar sweatshop: The deterioration of work and its rewards in corporate America*. New York: W. W. Norton & Company.
- French, J. R., & Raven, B. (1959). The bases of social power. In D. Cartwright (Ed.), *Studies in social power* (pp. 150–167). Oxford: University of Michigan Press.
- Frischbier, S., Gesmann, M., Mayer, D., Roth, A., & Webel, C. (2012). Emergence as competitive advantage—engineering tomorrow's enterprise software systems. In *ICEIS 2012 proceedings*. Retrieved from <https://www.dvs.tu-darmstadt.de/publications/pdf/FromCallsToEventsBPM2012keynote.pdf>
- Fuchs-Goldschmidt, I. (2008). *Konsens als normatives Prinzip der Demokratie. Zur Kritik der deliberativen Demokratietheorie*. Wiesbaden: Verlag für Sozialwissenschaften.
- Fultner, B. (2014). *Jurgen Habermas: Key concepts*. London: Routledge.
- Gains, J. (1999). Electronic mail: A new style of communication or just a new medium?: An investigation into the text features of e-mail. *English for Specific Purposes*, 18(1), 81–101.
- Gambetti, R., & Quigley, S. (Eds.). (2012). *Managing corporate communication: A cross-cultural approach*. Basingstoke: Palgrave Macmillan.
- Gane, N. (2006). Speed up or slow down? Social theory in the information age. *Information, Communication & Society*, 9(1), 20–38.
- Gee, J. P. (1990). *Social linguistics and literacies: Ideology in discourses*. New York: Routledge.
- Gee, J. P. (1999). *An introduction to discourse analysis: Theory and method*. London: Routledge.
- Gee, J. P. (2005). Critical discourse analysis. In R. Beach & J. Green (Eds.), *Multidisciplinary perspectives in literacy research* (2nd ed., pp. 293–318). Cresskill: Hampton.
- Gee, J. P., Hull, G. A., & Lankshear, C. (1996). *The new work order: Behind the language of the new capitalism*. Boulder: Westview Press.
- Georgakopoulou, A. (2011). Computer-mediated communication. In J.O. Östman & J. Verschueren (Eds.), *Pragmatics in practice* (pp. 93–110). Amsterdam: John Benjamins.
- Gerber, S. (2015, 9 January). 9 most effective apps for internal communication. *business.com*. Retrieved from <http://www.business.com/project-management/9-most-effective-apps-for-internal-communication/>
- Ghauri, P. N., & Grønhaug, K. (2005). *Research methods in business studies: A practical guide*. New York: Pearson Education.
- Giddens, A. (1990). *The consequences of modernity*. Cambridge: Polity.

- Gillaerts, P. (2012). E-mail use in a Belgian company: Looking for the hybridity of the genre. In P. Gillaerts, E. de Groot, S. Dieltjens, P. Heyndericksx, & G. Jacobs (Eds.), *Researching discourse in business genres. Cases and corpora* (pp. 15–31). Bern: Peter Lang.
- Gimenez, J. (2002). New media and conflicting realities in multinational corporate communication: A case study. *International Review of Applied Linguistics in Language Teaching*, 40, 323–344.
- Gimenez, J. (2009). Mediated communication. *The handbook of business discourse*. In F. Bargiela-Chiappini (Ed.), *The handbook of business discourse* (pp. 132–141). Edinburgh: Edinburgh University Press.
- Golden, L., & Figart, D. (2000a). Doing something about long hours. *Challenge*, 43(6), 15–37.
- Golden, L., & Figart, D. M. (2000b). *Working time: International trends, theory, and policy perspectives*. New York: Routledge.
- Goldkuhl, G. (2001). *Communicative vs material actions: Instrumentality, sociality and comprehensibility*, in M. Schoop & K. Taylor (Eds.). Proceedings of the 6th Int Workshop on the Language Action Perspective (LAP2001), Montreal.
- González, F. (Ed). (2015a). *Reinventing the company in the digital age*. BBVA OpenMind. Retrieved from <https://www.bbvaopenmind.com/en/books/>
- González, F. (Ed). (2015b). *Reinventing the company in the digital age*. Turner: BBVA OpenMind. ISBN: 978-84-16142-92. Retrieved from <https://www.bbvaopenmind.com/en/books/>
- Goodman, M. B., & Hirsch, P. B. (2010). *Corporate communication: Strategic adaptation for global practice*. Bern: Peter Lang.
- Goodman, M. B., & Hirsch, P. B. (2014a). *Corporate communication: Critical business asset for strategic global change*. New York: Peter Lang.
- Goodman, M. B., & Hirsch, P. B. (2014b). Electronic media in professional communication. In V. Bhatia & S. Bremner (Eds.), *The Routledge handbook of language and professional communication* (pp. 129–146). London/New York: Routledge.
- Graham, R. J. (1981). The role of perception of time in consumer research. *Journal of Consumer Research*, 7, 335–342.
- Graham, P., & Luke, A. (2011). Critical discourse analysis and political economy of communication: Understanding the new corporate order. *Cultural Politics*, 7(1), 103–132.
- Grant, D., Keenoy, T & Oswick, C. (1998). Introduction: Organizational Discourse: Of Diversity, Dichotomy and Multi-disciplinarity' In D. Grant, T. Keenoy & and C. Oswick (Eds.), *Discourse and Organization* (pp.1-14). London: Sage.)

- Grant, D., Hardy, C., Oswick, C., & Putnam, L. (Eds.). (2004). *Handbook of organizational discourse*. London: Sage.
- Grant, D., Iedema, R., & Oswick, C. (2009). Discourse and critical management studies. In M. Alvesson, T. Bridgman, & H. Willmott (Eds.), *The Oxford handbook of critical management studies* (pp. 213–231). Oxford, UK: Oxford University Press.
- Greider, W. (1997). *One world, ready or not: The manic logic of global capitalism*. New York: Simon & Schuster.
- Greve, J. (2009). *Jürgen Habermas*. Cologne/Weimar/Vienna: UTB Verlagsgesellschaft.
- Grey, C. (1999). 'We are all managers now', 'We always were': On the development and demise of management. *Journal of Management Studies*, 36(5), 561–585.
- Gu, Y. (1990). Politeness phenomena in modern Chinese. *Journal of Pragmatics*, 14(2), 237–257.
- Guffey, M. E., & Loewy, D. (2012). *Essentials of business communication*. Boston: Cengage Learning.
- Habermas, J. (1970a). On systematically distorted communication. *Inquiry*, 13(1–4), 205–218.
- Habermas, J. (1970b). *Toward a rational society: Student protest, science, and politics* (J. Shapiro, Trans.). Boston: Beacon Press [From *Technik und Wissenschaft als Ideologie* (1968). Frankfurt am Main: Suhrkamp and *Protestbewegung und Hochschulreform* (1958). Frankfurt am Main: Suhrkamp].
- Habermas, J. (1970c). Towards a theory of communicative competence. *Inquiry*, 13(1–4), 360–375.
- Habermas, J. (1981). *Kleine Politische Schriften (I–IV)*. Suhrkamp: Frankfurt am Main.
- Habermas, J. (1984, 1987). *The theory of communicative action. Vols. 1 and 2*. Boston: Beacon.
- Habermas, J. (1987a). Geschichtsbewußtsein und posttraditionale Identität: Die Westorientierung der Bundesrepublik. In J. Habermas (Ed.), *Eine Art Schadensabwicklung* (pp. 161–179). Frankfurt am Main: Suhrkamp.
- Habermas, J. (1987b). *The philosophical discourse of modernity*. Cambridge, MA: MIT Press.
- Habermas, J. (1988). Law and morality (K. Baynes, Trans.). In S. McMurrin (Ed.), *The Tanner lectures on human values* (Vol. 8, pp. 217–279). Salt Lake City: Utah University Press.
- Habermas, J. (1999). *Wahrheit und Rechtfertigung. Philosophische Aufsätze*. Frankfurt am Main: Suhrkamp Verlag.

- Halbe, D. (2013). *English in business meetings*. Berlin: epubli Verlag.
- Hallahan, K., Holtzhausen, D., van Ruler, B., Verčič, D., & Sriramesh, K. (2007). Defining strategic communication. *International Journal of Strategic Communication*, 1(1), 3–35.
- Hancock, P., & Tyler, M. (2004). “MOT your life”: Critical management studies and the management of everyday life. *Human Relations*, 57(5), 619–645.
- Handford, M. J. (2007). *The genre of the business meeting: A corpus-based study*. Doctoral dissertation, University of Nottingham, Nottingham (unpublished).
- Handford, M. (2010). *The language of business meetings*. Cambridge: Cambridge University Press.
- Hanna, M. S., & Wilson, G. L. (1998). *Communicating in business and professional settings* (4th ed.). New York: McGraw-Hill.
- Hardy, C., Lawrence, T. B., & Phillips, N. (1998). Talk and action, conversations and narrative in interorganisational collaboration. In D. Grant, T. Keenoy, & C. Oswick (Eds.), *Discourse and organisation* (pp. 65–83). London: Sage.
- Hardy, C., Grant, D., Keenoy, T., Oswick, C., & Phillips, N. (2004). Organizational discourse. *Organisational Studies* 25(1): *passim*.
- Harlow, L. L. (1990). Do they mean what they say? Sociopragmatic competence and second language learners. *The Modern Language Journal*, 74(3), 328–351.
- Hart, C., & Lukeš, D. (2007). Introduction: Cognitive linguistics in critical discourse analysis. In C. Hart & D. Lukeš (Eds.), *Cognitive linguistics in critical discourse analysis: Application and theory* (pp. IX–XIII). Newcastle: Cambridge Scholars Publishing.
- Harvey, D. (1989). *The conditions of postmodernity: An enquiry into the origins of cultural change*. Nueva York: Blackwell.
- Harvey, D. (1990a). Between space and time: Reflections on the geographical imagination. *Annals of the Association of American Geographers*, 80(3), 418–434.
- Harvey, D. (1990b). *The condition of postmodernity: An enquiry into the origins of cultural change*. Cambridge, MA: Blackwell.
- Harvey, D. (1999). Time-space compression and the postmodern condition. *Modernity: Critical Concepts*, 4, 98–118.
- Haugh, M. (2007). Emic conceptualisations of (im) politeness and face in Japanese: Implications for the discursive negotiation of second language learner identities. *Journal of Pragmatics*, 39(4), 657–680.
- Havertake, H. (1984). *Speech acts, speakers, and hearers*. Amsterdam: John Benjamins.

- Held, D., & McGrew, A. (2002). *Globalization/anti-globalization*. Cambridge: Polity.
- Held, D., McGrew, A., Goldblatt, D., & Perraton, J. (1999). *Global transformations: Politics, economics and culture*. Stanford: Stanford University Press.
- Hemp, P. (2009). Death by information overload. *Harvard Business Review*, 87(9), 83–89.
- Heng, C. S., & Tan, H. (2010). Extracting and comparing the intricacies of metadiscourse of two written persuasive corpora. *International Journal of Education and Development Using Information and Communication Technology*, 6(3), 124–146.
- Henry, E. (2008). Are investors influenced by how earnings press releases are written? *Journal of Business Communication*, 45(4), 363–407.
- Herring, S., Stein, D., & Virtanen, T. (Eds.). (2013). *Pragmatics of computer-mediated communication* (Vol. 9). Berlin: Walter de Gruyter.
- Hill, L. A. (1997). *Becoming a manager: How new managers master the challenges of leadership* (2nd ed.). Boston: Harvard Business Press.
- Hill, L. A. (2003). *Becoming a manager: How new managers master the challenges of leadership*. Boston: Harvard Business School Press.
- Hitt, M., Ireland, R. D., & Hoskisson, R. (2012). *Strategic management cases: competitiveness and globalization*. Boston: Cengage Learning.
- Ho, K. (2009). Disciplining investment bankers, disciplining the economy: Wall street's institutional culture of crisis and the downsizing of "corporate America". *American Anthropologist*, 111(2), 177–189.
- Holmer-Nadesan, M. (1997). Essai: Dislocating (instrumental) organizational time. *Organizational Studies*, 18(3), 481–510.
- Holmes, J. (1983). The structure of teacher's directives: A sociolinguistic analysis. In J. C. Richards & R. W. Schmidt (Eds.), *Language and communication* (pp. 89–115). London: Longman.
- Holmes, J. (2000). Doing collegiality and keeping control at work: Small talk in government departments. In J. Coupland (Ed.), *Small talk* (pp. 32–61). Harlow: Pearson Education.
- Holmes, J., & Stubbe, M. (2003). *Power and politeness in the workplace: A socio-linguistic analysis of talk at work*. London: Longman.
- Holmes, J., & Stubbe, M. (2015). *Power and politeness in the workplace: A socio-linguistic analysis of talk at work* (2nd ed.). London: Routledge.
- Hume, D. (1748). *Philosophical essays concerning human understanding*. London: Andrew Millar.
- Hyland, K. (2005). *Metadiscourse. Exploring interaction in writing*. London: Continuum.

- Hylmö, A., & Buzzanell, P. M. (2003). The phenomenon of telecommuting and changing organizations: An organizational culture examination. *Communication Monographs*, 70, 329–356.
- Iedema, R. (2003). *Discourses of post-bureaucratic organization*. Amsterdam: John Benjamins Publishing.
- Iedema, R., & Scheeres, H. (2003). From doing work to talking work: Renegotiating knowing, doing, and identity. *Applied Linguistics*, 24(3), 316–337.
- Iedema, R., & Scheeres, H. (2009). Organisational discourse analysis. In F. Bargiela-Chiappini (Ed.), *The handbook of business discourse* (pp. 80–91). Edinburgh: Edinburgh University Press.
- Iedema, R., Degeling, P., Braithwaite, J., & White, L. (2004). 'It's an interesting conversation I'm hearing': The doctor as manager. *Organization Studies*, 25(1), 15–33.
- Ingram, D. (1989). *Habermas and the dialectic of reason*. Yale: Yale University Press.
- Insights on governance, risk and compliance. (2014, April). No Author. Retrieved from [http://www.ey.com/Publication/vwLUAssets/EY_-_Big_data:_changing_the_way_businesses_operate/\\$FILE/EY-Insights-on-GRC-Big-data.pdf](http://www.ey.com/Publication/vwLUAssets/EY_-_Big_data:_changing_the_way_businesses_operate/$FILE/EY-Insights-on-GRC-Big-data.pdf)
- Jack, L., Davison, J., & Craig, R. (Eds.). (2013). *The Routledge companion to accounting communication*. London: Routledge.
- Jackson, H., & Stockwell, P. (1996). *An introduction to the nature and functions of language*. London: A&C Black.
- Jakobs, K. (Ed.). (2015). *Effective standardization management in corporate settings*. Hershey: IGI Global.
- Jaworski, A., & Coupland, N. (Eds.). (1999). *The discourse reader*. London: Routledge.
- Jelinek, R. (2013). All pain, no gain? Why adopting sales force automation tools is insufficient for performance improvement. *Business Horizons*, 56(5), 635–642.
- Jessop, B. (2014, February 9). *The relevance of Luhmann's systems theory and of Laclau and Mouffe's discourse analysis to the elaboration of Marx's state theory*. Retrieved from <http://bobjessop.org/2014/02/09/the-relevance-of-luhmanns-systems-theory-and-of-laclau-and-mouffes-discourse-analysis-to-the-elaboration-of-marxs-state-theory/>
- Jian, G., Schmisser, A. M., & Fairhurst, G. T. (2008a). Organizational discourse and communication: The progeny of Proteus. *Discourse & Communication*, 2(3), 299–320.
- Jian, G., Schmisser, A. M., & Fairhurst, G. T. (2008b). The debate about organizational discourse and communication: A rejoinder. *Discourse & Communication*, 2(3), 353–355.

- Johnstone, B. (2008). *Discourse analysis*. Malden: Blackwell.
- Jones, A. (2009). Business discourse as a site of inherent struggle. In A. Mahboob & C. Lipovsky (Eds.), *Studies in applied linguistics and language learning* (pp. 85–106). Newcastle: Cambridge Scholars.
- Jones, R.H. (2002). Health risks and mediated discourse: ‘AIDS in action’. In H. Hamilton & W.S. Chou (Eds.), *Handbook of language and health communication*. London: Routledge.
- Jones, R.H. (2009). Technology and sites of display. In C. Jewitt (Ed.), *The Routledge handbook of multimodal analysis*. London: Routledge.
- Jones, R. H., & Hafner, C. A. (2012). *Understanding digital literacies: A practical introduction*. London: Routledge.
- Kees, A. (2015). Characteristics of enterprise software. In D. Sedera, N. Gronau, & M. Sumner (Eds.), *Enterprise systems. Strategic, organizational, and technological dimensions: International workshops* (pp. 1–18). Cham: Springer International Publishing.
- Kemmis, S., McTaggart, R., & Retallick, J. (Eds.). (2004). *The action research planner* (2nd ed. Rev.). Karachi: Aga Khan University, Institute for Educational Development.
- Kerr, E. B., & Hiltz, S. R. (2013). *Computer-mediated communication systems: Status and evaluation*. Cambridge: Academic Press.
- Khanna, T., Kogan, J., & Palepu, K. (2006). Globalization and similarities in corporate governance: A cross-country analysis. *Review of Economics and Statistics*, 88(1), 69–90.
- Kieser, A., & Seidl, D. (2013). Communication-centered approaches in German management research: The influence of sociological and philosophical traditions. *Management Communication Quarterly XX(X)*, 1–12. doi:[10.1177/0893318912469940](https://doi.org/10.1177/0893318912469940)
- Kihlström, A., & Israel, J. (2002). Communicative or strategic action: An examination of fundamental issues in the theory of communicative action. *International Journal of Social Welfare*, 11(3), 210–218.
- Kimbrough, M. D. (2005). The effect of conference calls on analyst and market underreaction to earnings announcements. *The Accounting Review*, 80(1), 189–219.
- Kirby, E. L., & Krone, K. J. (2002). “The policy exists but you can’t really use it”: Communication and the structuration of work-family policies. *Journal of Applied Communication Research*, 30, 50–77.
- Kirsch, W. (1988). *Die Handhabung von Entscheidungsprozessen: Einführung in die Theorie der Entscheidungsprozesse* (3rd ed.). München: Barbara Kirsch Verlag.

- Kirsch, W. (1992). *Kommunikatives Handeln, Autopoiese, Rationalität: Sondierungen zu einer evolutionären Führungslehre*. München: Verlag Barbara Kirsch.
- Kirsch, W., & zu Knyphausen, D. (1993). Gibt es in betriebswirtschaftlichen Organisationen ein verständigungsorientiertes Handeln? Zu den handlungstheoretischen Grundlagen der Organisationstheorie. *Die Betriebswirtschaft*, 53, 221–234.
- Kneer, G. (1996). *Rationalisierung, Disziplinierung und Rationalisierung. Sozialtheorie und Zeitdiagnose bei Habermas*. Opladen: Foucault und Luhmann.
- Knoblauch, H. (1995). *Kommunikationskultur: die kommunikative Konstruktion kultureller Kontexte*. Berlin: De Gruyter.
- Kobrin, S. J. (1998). The MAI and the clash of globalizations. *Foreign Policy*, 112, 97–109.
- Kobrin, S. J. (2008). Globalization, transnational corporations and the future of global governance. In A. G. Scherer & G. Palazzo (Eds.), *Handbook of research on global corporate citizenship* (pp. 249–272). Cheltenham: Edward Elgar Publishing.
- Koester, A. (2002). The performance of speech acts in workplace conversations and the teaching of communicative functions. *System*, 30(2), 167–184.
- Koester, A. (2004). Relational sequences in workplace genres. *Journal of Pragmatics*, 36(8), 1405–1428.
- Koester, A. (2006). *Investigating workplace discourse*. London: Routledge.
- Koester, A. (2010). *Workplace discourse*. London: A&C Black.
- Kolbeck, C. (2001). *Zukunftsperspektiven des Beratungsmarktes. Eine Studie zur klassischen und systemischen Beratungsphilosophie* [Future perspectives of the consulting market: A study of the classical and systemic consulting philosophy]. Wiesbaden: DUV.
- Koller, V. (2005). Critical discourse analysis and social cognition: Evidence from business media discourse. *Discourse & Society*, 16(2), 199–224.
- Koller, V. (2012). How to analyse collective identity in discourse: Textual and contextual parameters. *Critical Approaches to Discourse Analysis Across Disciplines*, 5(2), 19–38.
- Kong, K. C. (1998). Are simple business request letters really simple? A comparison of Chinese and English business request letters. *Text-Interdisciplinary Journal for the Study of Discourse*, 18(1), 103–141.
- Kong, K. C. (2006). Accounts as a politeness strategy in the internal directive documents of a business firm in Hong Kong. *Journal of Asian Pacific Communication*, 16(1), 77–101.

- Korten, D. C. (2001). The responsibility of business to the whole. In R. Welford & R. Starkey (Eds.), *The Earthscan reader in business and sustainable development* (pp. 230–241). London: Earthscan Publications.
- Korten, D. C. (2015). *When corporations rule the world*. San Francisco: Berrett-Koehler Publishers.
- Koselleck, R. (1985). *Future past. On the semantics of historical time*. Cambridge, MA: MIT Press.
- Kothari, S. P., Li, X., & Short, J. E. (2009a). The effect of disclosures by management, analysts, and business press on cost of capital, return volatility, and analyst forecasts: A study using content analysis. *The Accounting Review*, 84(5), 1639–1670.
- Kothari, S., Shu, S., & Wysocki, P. (2009b). Do managers withhold bad news? *Journal of Accounting Research*, 47(1), 241–276.
- Kotter, J. P. (1982a). General managers are not generalists. *Organizational Dynamics*, 10(4), 5–19.
- Kotter, J. P. (1982b). *The general managers*. New York: The Free Press, Macmillan Inc.
- Lansford, B., Lee, J., & Tucker, J. W. (2009). *Disclosure of management guidance in conference calls: Materiality, determinants, and consequences* (Working paper).
- Larcker, D. F., & Zakolyukina, A.A. (2010). Detecting deceptive discussions in conference calls. Stanford Graduate School of Business Research, Research Paper No. 2060, pp. 1–33.
- Larcker, D. F., & Zakolyukina, A. A. (2012). Detecting deceptive discussions in conference calls. *Journal of Accounting Research*, 50(2), 495–540.
- Lash, S. (2002). *Critique of information*. Thousand Oaks: Sage.
- Lash, S., & Urry, J. (1987). *The end of organized capitalism*. Cambridge: Polity.
- Lechner, F. (2009). *Globalization: The making of world society*. Malden: Wiley-Blackwell.
- Lee, D. Y. (2008). Corpora and discourse analysis: New ways of doing old things. In V. Bhatia, J. Flowerdew, & R. Jones (Eds.), *Advances in discourse studies* (pp. 86–99). Abingdon: Routledge.
- Lee, J. (2014). Scripted earnings conference calls as a signal of future firm performance. *SSRN scholarly paper ID, 2426504*.
- Leech, G. N. (1983). *Principles of pragmatics* (No. 30). Abingdon: Taylor & Francis.
- Lehavy, R., Li, F., & Merkley, K. (2011). The effect of annual report readability on analyst following and the properties of their earnings forecasts. *The Accounting Review*, 86(3), 1087–1115.

- Lev, B. (2011). How to win investors over. *Harvard Business Review* (November 2011 Issue). Retrieved from <https://hbr.org/2011/11/how-to-win-investors-over>
- Levine, R. V. (1988). The pace of life across cultures. In J. E. McGrath (Ed.), *The social psychology of time: New perspectives* (pp. 39–60). Newbury Park: Sage.
- Levine, P. (2012, July 11). *Habermas and critical theory (a primer)*. Retrieved from <http://peterlevine.ws/?p=9224>
- Lewellen, J., & Shanken, J. (2002). Learning, asset-pricing tests, and market efficiency. *Journal of Finance*, *57*, 1113–1145.
- Lewis, M. (2014). *The new new thing: A Silicon Valley story*. New York: WW Norton & Company.
- Leydesdorff, L. (2003). *A sociological theory of communication: The self-organization of the knowledge-based society* (2nd ed.). Boca Raton: Universal Publishers.
- Li, F. (2008). Annual report readability, current earnings, and earnings persistence. *Journal of Accounting and Economics*, *45*(2–3), 221–247.
- Li, F. (2010). The information content of forward-looking statements in corporate filings—A naïve Bayesian machine learning approach. *Journal of Accounting Research*, *48*(5), 1049–1102.
- Liang, L. (2003). Post-earnings announcement drift and market participants' information processing biases. *Review of Accounting Studies*, *8*, 321–345.
- Lind, M. R. (1999). The gender impact of temporary virtual work groups. *IEEE Transactions on Professional Communication*, *42*, 276–285.
- Lippuner, R. (2008). Die Abhängigkeit unabhängiger Systeme. Zur strukturellen Kopplung von Gesellschaft und Umwelt. In H. Egner, B. M. Rattner, & R. Dikau (Eds.), *Umwelt als System—System als Umwelt* (pp. 103–117). München: Ökom.
- Littlejohn, S. W., & Foss, K. A. (2010). *Theories of human communication*. Long Grove: Waveland Press.
- Lockwood, J. (2012). English language assessment for the Business Processing Outsourcing (BPO) industry: Business needs meet communication needs. *English Language and Literature Studies*, *2*(4), 22.
- Loughran, T., & McDonald, B. (2011). When is a liability not a liability? Textual analysis, dictionaries, and 10-Ks. *The Journal of Finance*, *66*(1), 35–65.
- Loughran, T., & McDonald, B. (2013). IPO first-day returns, offer price revisions, volatility, and form S-1 language. *Journal of Financial Economics*, *109*(2), 307–326.
- Loughran, T., & McDonald, B. (2014a). Measuring readability in financial disclosures. *Journal of Finance*, *69*(4), 1643–1671.

- Loughran, T., & McDonald, B. (2014b). Regulation and financial disclosure: The impact of plain English. *Journal of Regulatory Economics*, 45(1), 94–113.
- Louhiala-Salminen, L. (2009). Disciplinary perspectives: Business communication. In F. Bargiela-Chiappini (Ed.), *The handbook of business discourse* (pp. 305–316). Edinburgh: Edinburgh University Press.
- Lubbers, R., & Koorevaar, J. (1999a). *Introduction to governance in an era of globalisation*. A discussion paper prepared for the Club of Rome. Retrieved from www.globalize.org/clubofrome/introduction.html
- Lubbers, R., & Koorevaar, J. (1999b). Primary globalisation, secondary globalisation, and the sustainable development paradigm—opposing forces in the 21st century. *Century social dynamics: Towards the creative society*, OECD Forum for the Future, Berlin
- Luhmann, N., (1982). *The differentiation of society* (S. Holmes & C. Larmore, Trans.). New York: Columbia University Press.
- Luhmann, N. (1984). *Soziale systeme* (p. 191). Frankfurt am Main: Suhrkamp.
- Luhmann, N. (1986). The autopoiesis of social systems. In F. Geyer & J. van der Zeuwen (Eds.), *Sociocybernetic paradoxes: Observation, control and evolution of self-steering systems* (pp. 172–192). London: Sage.
- Luhmann, N. (1992). Organisation. In W. Küpper & G. Ortman (Eds.), *Rationalität, Macht Und Spiele in Organisationen* (pp. 165–185). Opladen: Westdeutscher Verlag.
- Luhmann, N. (1993a). *Soziologische Aufklärung 3: Soziales System, Gesellschaft, Organisation*. Opladen: Westdeutscher Verlag.
- Luhmann, N. (1993b). *Soziologische Aufklärung 5: Konstruktivistische Perspektiven*. Opladen: Westdeutscher Verlag.
- Luhmann, N. (1993c). Die Paradoxie des Entscheidens. *Verwaltungs-Archiv: Zeitschrift für Verwaltungslehre, Verwaltungsrecht und Verwaltungspolitik*, 84, 287–310.
- Luhmann, N. (1994). Der “Radikale Konstruktivismus” als Theorie der Massenmedien? Bemerkungen zu einer irreführenden Debatte. *Communicatio Socialis*, 27(1), 7–12.
- Luhmann, N. (1995a). *Social systems*. Stanford: Stanford University Press.
- Luhmann, N. (1995b). *Soziologische Aufklärung 6: Die Soziologie Und Der Mensch*. Opladen: Westdeutscher Verlag.
- Luhmann, N. (1996). On the scientific context of the concept of communication. *Social Science Information*, 35(2), 257–267.
- Luhmann, N. (1997). *Die Gesellschaft der Gesellschaft*. Frankfurt am Main: Suhrkamp.

- Luhmann, N. (2000). *Organisation und Entscheidung*. Opladen: Westdeutscher Verlag.
- Luhmann, N. (2003). Organization. In T. Bakken & T. Hernes (Eds.), *Autopoietic organization theory. Drawing on Niklas Luhmann's social systems perspective* (pp. 31–52). Copenhagen: Copenhagen Business School Press.
- Luhmann, N. (2005). *Einführung in die Theorie der Gesellschaft*. Heidelberg: Carl-Auer Verlag.
- Luhmann, N., & Fuchs, P. (1989). Kommunikationssperren in der Unternehmensberatung. In N. Luhmann, P. Fuchs & P. Fuchs (Eds.), *Reden und Schweigen* (Vol. 848, pp. 209–227). Frankfurt am Main: Suhrkamp.
- Machin, D., & Mayr, A. (2012). *How to do critical discourse analysis: A multi-modal introduction*. Thousand Oaks: Sage.
- Maier, C. T., & Deluliis, D. (2015). Recovering the human in the network: Exploring communicology as a research methodology in digital business discourse. In E. Darics (Ed.), *Digital business discourse* (pp. 208–225). Basingstoke: Palgrave MacMillan.
- Makwana, R. (2006, November 23). *Neoliberalism and economic globalization, share the world's resources: Sustainable economics to end global poverty*. Retrieved from <http://www.stwr.org/information-centre/articles/neoliberalism-and-economic-globalization>
- Malik, F. (2008). *Strategie des Managements komplexer Systeme: Ein Beitrag zur Management-Kybernetik evolutionärer Systeme* (10th ed). Bern: Haupt Verlag
- Malinowski, B. (1923). The Problem of meaning in primitive languages. In C. K. Ogden and I.A. Richards (Eds.). *The Meaning of Meaning*. London: Kegan Paul (International Library of Psychology, Philosophy and Scientific Method). Supplement 1.
- Mandelbrot, B. B. (1977). *Fractals: Form, chance and dimension*. New York: W.H. Freeman & Company.
- Mandelbrot, B. B. (1982). *Fractal geometry of nature*. San Francisco: WH Freeman and Company.
- Mandiberg, M. (2012). *The social media reader*. New York: New York University Press.
- Marczewski, A. (2013). *Gamification: A simple introduction*, publisher not known [book on demand].
- Markus, M. L. (1994). Electronic mail as the medium of managerial choice. *Organization Science*, 5, 502–527.
- Marmaridou, S. (2011). Pragmalinguistics and sociopragmatics. In W. Bublitz & N. Norrick (Eds.), *Foundations of pragmatics* (pp. 77–106). Berlin/New York: Mouton de Gruyter.

- Marschan, R., Welch, D., & Welch, L. (1996). Control in less-hierarchical multinationals: The role of personal networks and informal communication. *International Business Review*, 5, 137–150.
- Marschan, R., Welch, D., & Welch, L. (1997). Language: The forgotten factor in multinational management? *European Management Journal*, 15, 591–598.
- Marschan-Piekkari, R., Welch, D., & Welch, L. (1999a). Adopting a common corporate language: IHRM implications. *International Journal of Human Resource Management*, 10(3), 377–390.
- Marschan-Piekkari, R., Welch, D., & Welch, L. (1999b). In the shadow: The impact of language on structure, power and communication in the multinational. *International Business Review*, 8(4), 421–440.
- Marshan-Piekkari, R., Vaara, E., Tienari, J., & Sääntti, R. (2005). Integration or disintegration? Human resource implications of a common corporate language decision in a cross-border merger. *The International Journal of Human Resource Management*, 16(3), 330–344.
- Matthews, L. C., & Thakkar, B. (2012). The impact of globalization on cross-cultural communication. In H. Cuadra-Montiel (Ed.), *Globalization—Education and management agendas*. doi:[10.5772/45816](https://doi.org/10.5772/45816)
- Mautner, G. (2005). Time to get wired: Using web-based corpora in critical discourse analysis. *Discourse & Society*, 16(6), 809–828.
- Mayer, C. J. (1989). Personalizing the impersonal: Corporations and the Bill of Rights. *The Hastings Law Journal*, 41(3), 577.
- Mayer-Schönberger, V. (2011). *Delete: The virtue of forgetting in the digital age*. Princeton: Princeton University Press.
- Mayew, W. J. (2008). Evidence of management discrimination among analysts during earnings conference calls. *Journal of Accounting Research*, 46(3), 627–659.
- Mayew, W. J., & Venkatachalam, M. (2012). The power of voice: Managerial affective states and future firm performance. *The Journal of Finance*, 67(1), 1–43.
- Mayew, W. J., Sharp, N. Y., & Venkatachalam, M. (2013). Using earnings conference calls to identify analysts with superior private information. *Review of Accounting Studies*, 18(2), 386–413.
- Mazzei, A. (2014). A multidisciplinary approach for a new understanding of corporate communication. *Corporate Communications: An International Journal*, 19(2), 216–230.
- McAfee, A. (2009). *Enterprise 2.0: New collaborative tools for your organization's toughest challenges*. Boston: Harvard Business Press.

- McCann, R., & Giles, H. (2002). Ageism in the workplace: A communication perspective. In T. D. Nelson (Ed.), *Ageism: Stereotyping and prejudice against older persons* (pp. 163–199). Cambridge, MA: MIT Press.
- McCarthy, M. (1998). *Spoken language and applied linguistics*. Cambridge: Cambridge University Press.
- McCarthy, M. (2000). Mutually captive audiences: Small talk and the genre of close-contact service encounters. *Small talk* 84–109.
- McCarthy, M., & Handford, M. (2004). “Invisible to us”: A preliminary corpus-based study of spoken business English. In U. Connor & T. Upton (Eds.), *Discourse in the professions: Perspectives from corpus linguistics* (pp. 167–201). Amsterdam: John Benjamins.
- McCarthy, M., & Carter, R. (2006). This that and the other: Multi-word clusters in spoken English as visible patterns of interaction. In M. McCarthy (Ed.), *Explorations in corpus linguistics* (pp. 7–26). Cambridge: Cambridge University Press.
- McGrath, J. E., & Kelly, J. R. (1986). *Time and human interaction: Toward a social psychology of time*. New York: Guilford Press.
- McKerrow, R. (1999). Space and time in the postmodern polity. *Western Journal of Communication*, 63, 271–290.
- Melman, S. (1987). *Profits without production*. Philadelphia: University of Pennsylvania Press.
- Mendelson, H. (2015). Business models, information technology, and the company of the future. In F. Gonzalez (Ed.), *Reinventing the company in the digital age* (pp. 63–83). Bilbao: BBVA Open Mind.
- Midden, C. J., Kaiser, F. G., & Teddy McCalley, L. (2007). Technology’s four roles in understanding individuals’ conservation of natural resources. *Journal of Social Issues*, 63(1), 155–174.
- Miller, K. (2004). *Organizational communication: Approaches and processes*. Belmont: Wadsworth Publishing.
- Mills, S. (1997). *Discourse: The new critical idiom*. London/New York: Routledge.
- Mingers, J. (1995). *Self-Reproducing Systems*. New York: Plenum Press
- Mohe, M., & Seidl, D. (2011). Theorizing the client–consultant relationship from the perspective of social-systems theory. *Organization*, 18, 3–22.
- Monnier, C. (2009). *What is globalization*. Retrieved from <https://globalsociology.pbworks.com/w/page/14711303/What%20is%20Globalization>
- Moore, G. (2015). The nature of the firm—75 years later. In F. Gonzalez (Ed.), *Reinventing the company in the digital age* (pp. 51–62). Bilbao: BBVA Open Mind.

- Morgan, G. (1986). *Images of organizations*. Thousand Oaks: Sage.
- Morgan, J. (2014). *The future of work: Attract new talent, build better leaders, and create a competitive organization*. New York: Wiley.
- Mulholland, J. (1999). E-mail: Uses, issues and problems in an institutional setting. In F. Bargiela-Chiappini & C. R. Nickerson (Eds.), *Writing business: Genres, media and discourses* (pp. 57–84). Harlow: Longman.
- Mumby, D. K. (1987). The political function of narrative in organizations. *Communications Monographs*, 54(2), 113–127.
- Mumby, D. K. (2007). Organizational communication. In G. Ritzer (Ed.), *The Encyclopedia of sociology* (pp. 3290–3299). Oxford: Blackwell.
- Mumby, D. K. (2012). *Organizational communication: A critical approach*. New York: Sage Publications.
- Mumby, D. K. (2013). *Organizational communication: A critical approach*. Los Angeles: Sage.
- Mumby, D. K. (2015). Organizing power. *Review of Communication*, 15(1), 19–38.
- Nadesan, M. H. (1997). Gender and temporality in interpersonal systems. *Symbolic Interaction*, 20, 21–43.
- Nair-Venugopal, S. (2006). An interactional model of English in Malaysia: A contextualised response to commodification. *Journal of Asian Pacific Communication*, 16(1), 51–75.
- Nair-Venugopal, S. (2009). Interculturalities: Reframing identities in intercultural communication. *Language and Intercultural Communication*, 9(2), 76–90.
- Napier, N. K. (1989). Mergers and acquisitions, human resource issues and outcomes: A review and suggested typology*. *Journal of Management Studies*, 26(3), 271–290.
- Nassehi, A. (1993). *Die Zeit der Gesellschaft. Auf dem Weg zu einer soziologischen Theorie der Zeit*. Opladen: Westdeutscher Verlag.
- Nelson, M. (2000). *A corpus-based study of business English and business English teaching materials*. PhD thesis, University of Manchester, Manchester.
- Nickerson, C. (1999). The use of English in electronic mail in a multinational corporation. In F. Bargiela-Chiappini & C. Nickerson (Eds.), *Writing business: Genres, media and discourses* (pp. 35–56). Harlow: Longman.
- Nickerson, C. (2005). English as a lingua franca in international business contexts. *English for Specific Purposes*, 24(4), 367–380.
- Nickerson, C., & Planken, B. (2015). *Introducing business English*. London: Routledge.

- Nielsen, C. (2005). *Comments on the IASB discussion paper concerning Management Commentary*. Retrieved from http://www.iasb.org/current/comment_letters.asp
- Novellino, T. (2015, June 4). Don't get cozy, Fortune 500: It's do-or-die time for digital disruption, says this author. *The Upstart Business Journal*. Retrieved from <http://upstart.bizjournals.com/resources/author/2015/06/04/fortune-500-must-disrupt-or-die-writes-r-ray-wang.html?page=all>
- Nunziata, S. (2011, September 1) Marc Benioff: Salesforce.com CEO warns of an 'enterprise spring'. *CIO Insight*. Retrieved from <http://www.cioinsight.com/c/a/CRM/Marc-Benioff-Salesforcecom-CEO-Warns-of-an-Enterprise-Spring-573025#sthash.6ceo9PFK.dpuf>
- O'Halloran, K. (2003). *Critical discourse analysis and language cognition*. Edinburgh: Edinburgh University Press.
- O'Keeffe, A., McCarthy, M., & Carter, R. (2007). *From corpus to classroom: Language use and language teaching*. Cambridge: Cambridge University Press.
- O'Keeffe, A. (2004). 'Like the wise virgins and all that Jazz': Using a corpus to examine vague categorisation and shared knowledge. *Language and Computers*, 52(1), 1–20.
- O'Keeffe, A. and Cheng, W. (2014). Vague Language. In K. Aijmer and C. Ruhlmann (Eds). *Corpus Pragmatics: A Handbook* (pp. 686–869). Cambridge: Cambridge University Press.
- Palanisamy, R., Verville, J., Bernadas, C., & Taskin, N. (2010). An empirical study on the influences on the acquisition of enterprise software decisions: A practitioner's perspective. *Journal of Enterprise Information Management*, 23(5), 610–639.
- Palmisano, S. J. (2006). The globally integrated enterprise. *Foreign Affairs*, 85(3), 127.
- Paltridge, B. (2006). *Discourse analysis*. London: Continuum.
- Parker, I. (1992). *Discourse dynamics: Critical analysis for individual and social psychology*. London: Routledge.
- Parker, L. D. (2002). It's been a pleasure doing business with you: A strategic analysis and critique of university change management. *Critical Perspectives on Accounting*, 13(5), 603–619.
- Parsons, T. (1971). *The system of modern societies*. Englewood Cliffs: Prentice Hall.
- Perkins, P. S. (2010). *The art and science of communication: Tools for effective communication in the workplace*. Hoboken: Wiley.
- Perlow, L. A. (1997). *Finding time: How corporations, individuals, and families can benefit from new work practices*. Ithaca: Cornell University Press.

- Perlow, L. A. (1999). The time famine: Toward a sociology of work time. *Administrative Science Quarterly*, 44, 57–81.
- Peterson, C. C. (1996). The ticking of the social clock: Adults' beliefs about the timing of transition events. *International Journal of Aging and Human Development*, 42, 189–203.
- Phillips, N., & Hardy, C. (2002). *Discourse analysis: Investigating processes of social construction* (Vol. 50). Thousand Oaks: Sage.
- Phillips, N., & Oswald, C. (2012). Organizational discourse: Domains, debates, and directions. *The Academy of Management Annals*, 6(1), 435–481.
- Planken, B.C. (2002). Face and identity in negation. Nijmegen: Nijmegen University Press.
- Poncini, G. (2002). Investigating discourse at business meetings with multicultural participation. *IRAL*, 40(4), 345–374.
- Poncini, G. (2004). Communicating local elements to diverse audiences: Promotional materials for wineries. In M. Gotti & C. Candlin (Eds.), *Intercultural aspects of specialized discourse* (pp. 173–196). Bern: Peter Lang.
- Poncini, G. (2007). *Discursive strategies in multicultural business meetings* (Vol. 13). Bern: Peter Lang.
- Pop, A. M. (2012). *Stylistic features of business e-mails*. Retrieved from http://www.theroundtable.ro/Current/Language/Anamaria_Mirabela_Pop_Stylistic_Features_of_Business_E.mails.pdf
- Postone, M. (1996). *Time, labor, and social domination: A reinterpretation of Marx's critical theory*. Cambridge: Cambridge University Press.
- Postone, M., & Galambos, L. (1995). *Time, labor, and social domination: A reinterpretation of Marx's critical theory*. Cambridge: Cambridge University Press.
- Press, G. (2015, March 3). Will the Apple watch make 2015 the year of bring your own wearable (BYOW)? Forbes/Tech. *Forbes*. Retrieved from <http://www.forbes.com/sites/gilpress/2015/03/03/will-the-apple-watch-make-2015-the-year-of-bring-your-own-wearable-byow/#13dcf1542aae>
- Price, S. M., Doran, J. S., Peterson, D. R., & Bliss, B. A. (2012). Earnings conference calls and stock returns: The incremental informativeness of textual tone. *Journal of Banking & Finance*, 36(4), 992–1011.
- Pufahl Bax, I. (1986). How to assign work in an office: A comparison of spoken and written directives in American English. *Journal of Pragmatics*, 10(6), 673–692.
- Putman, L. L. (2004). Discourse analysis: Mucking around with negotiation data. *International Negotiation*, 10(1), 17–32.
- Putnam, L. L., & Nicotera, A. M. (Eds.). (2009). *Building theories of organization: The constitutive role of communication*. London: Routledge.

- Rasche, A., & Scherer, A. G. (2014). Jürgen Habermas and organization studies—Contributions and future prospects. In P. Adler, P. du Gay, G. Morgan, & M. Reed (Eds.), *The Oxford handbook of sociology, social theory and organization studies: Contemporary currents* (pp. 158–181). Oxford: Oxford University Press.
- Reinsch, N. L., & Turner, J. W. (2006). Ari, R U there? Reorienting business communication for a technological era. *Journal of Business and Technical Communication*, 20(3), 339–356.
- Reinsch, N. L., Turner, J. W., & Tinsley, C. H. (2008). Multicommunicating: A practice whose time has come? *Academy of Management Review*, 33(2), 391–403.
- Revesencio, J. (2015, May 18). Top 10 business trends in 2015. *Huff Post News and Trends, Small Business*. Retrieved from http://www.huffingtonpost.com/jonha-revesencio/top-10-business-communic_a_b_6899788.html
- Rhodes, C., & Westwood, R. (2007). *Critical representations of work and organization in popular culture*. London: Routledge.
- Ricart, J. E. (2015). Business models for the companies of the future. In F. Gonzalez (Ed.), *Reinventing the company in the digital age* (pp. 133–146). Bilbao: BBVA Open Mind.
- Ripton, J. T. (2015, December 7). *Six business communication trends for 2016 you need to know about*, *Enterprise Apps Tech*. Retrieved from <http://www.appstechnews.com/news/2015/dec/07/six-business-communication-trends-2016-you-need-know-about/>
- Ritzer, G. (2010). *Globalization: A basic text*. Malden: Wiley-Blackwell.
- Roach, B. (2007). *Corporate power in a global economy*. Global Development and Environment Institute, Tufts University. Retrieved from http://www.ase.tufts.edu/gdae/education_materials/modules/corporate_power_in_a_global_economy.pdf
- Robertson, R. (1992). *Globalization: Social theory and global culture* (Vol. 16). Thousand Oaks: Sage.
- Robinson, J., & Godbey, G. (2010). *Time for life: The surprising ways Americans use their time*. University Park: Penn State Press.
- Rogers, P. S. (2014). Management communication: Getting work done through people. In V. Bhatia & S. Bremner (Eds.), *The Routledge handbook of language and professional communication* (pp. 165–192). Abingdon: Routledge.
- Rogers, J. L., van Buskirk, A., & Zechman, S. L. C. (2011). Disclosure tone and shareholder litigation. *The Accounting Review*, 86(6), 2155–2183.
- Rogerson-Revell, P. (2007). Using English for international business: A European case study. *English for Specific Purposes*, 26(1), 103–120.

- Römpf, G. (2015). *Habermas leicht gemacht*. Cologne/Weimar/Vienna: Böhlau Verlag.
- Rosa, H. (2003). Social acceleration: Ethical and political consequences of a desynchronized high-speed society. *Constellations*, 10(1), 3–33.
- Rosa, H. (2005a). *Beschleunigung. Die Veränderung der Zeitstrukturen in der Moderne*. Frankfurt am Main: Suhrkamp.
- Rosa, H. (2005b). The speed of global flows and the pace of democratic politics. *New Political Science*, 27(4), 445–459.
- Rosa, H. (2010a). *Alienation and acceleration: Towards a critical theory of late-modern temporality* (Vol. 3). Århus: Aarhus Universitetsforlag.
- Rosa, H. (Ed.). (2010b). *High-speed society: Social acceleration, power, and modernity*. University Park: Penn State Press.
- Rosa, H. (2013). *Social acceleration: A new theory of modernity*. New York: Columbia University Press.
- Rowland, W. (2005). Recognizing the role of the modern business corporation in the “social construction” of technology. *Social Epistemology*, 19(2–3), 287–313.
- Roy, O. (2004). *Globalized Islam: The search for a new ummah*. New York: Columbia University Press.
- Rush, M. (2016). *Importance of business communications in globalization*. Retrieved on February 9, 2016, from http://www.ehow.com/info_8401405_importance-business-communications-globalization.html
- Sabelis, I. H. J. (2002). *Manager's times: A study of times in the work and life of top managers*. Amsterdam: Bee's Books.
- Sadique, S. (2008). *The impact of spin and tone on stock returns and volatility: Evidence from firm-issued earnings announcements and the related press coverage* (Working paper). Clayton: Monash University.
- Salton, G., & Buckley, C. (1988). Term-weighting approaches in automatic text retrieval. *Information Processing & Management*, 24(5), 513–523.
- Sandoval, M. (2014). *From corporate to social media: Critical perspectives on corporate social responsibility in media and communication industries* (Vol. 123). London: Routledge.
- Sarangi, S., & Roberts, C. (Eds.). (1999). *Talk, work and institutional order: Discourse in medical, mediation and management settings* (Vol. 1). Berlin: Walter de Gruyter.
- Sarangi, S. K., & Slembrouck, S. (1992). Non-cooperation in communication: A reassessment of Gricean pragmatics. *Journal of Pragmatics*, 17(2), 117–154.
- Scherer, A. G., & Palazzo, G. (2007). Toward a political conception of corporate responsibility: Business and society seen from a Habermasian perspective. *Academy of Management Review*, 32(4), 1096–1120.

- Scherer, A. G., & Patzer, M. (2011a). Beyond universalism and relativism: Habermas's contribution to discourse ethics and its implications for intercultural ethics and organization theory. *Research in the Sociology of Organizations*, 32, 155–180.
- Scherer, A. G., & Patzer, M. (2011b). Beyond universalism and relativism: Habermas's contribution to discourse ethics and its implications for intercultural ethics and organization theory. In H. Tsoukas & R. Chia (Eds.), *Philosophy and organization theory* (Research in the Sociology of Organizations 32, pp. 155–180). New York: Elsevier Press.
- Scherer, A. G., Palazzo, G., & Baumann, D. (2006). Global rules and private actors: Toward a new role of the transnational corporation in global governance. *Business Ethics Quarterly*, 16(04), 505–532.
- Scheuerman, E. (2004). *Liberal democracy and the social acceleration of time*. Baltimore/London: Johns Hopkins University Press.
- Schiffirin, D. (1994). *Approaches to discourse* (Vol. 8). Oxford: Blackwell.
- Schmickl, C., & Kieser, A. (2008). How much do specialists have to learn from each other when they jointly develop radical product innovations? *Research Policy*, 37, 1148–1163.
- Schmidt, E., & Cohen, J. (2013). *The new digital age: Transforming nations, businesses, and our lives*. New York: Vintage Books.
- Schmisseur, A. M., Jian, G., & Fairhurst, G. T. (2009). Organisational communication. In F. Bargiela-Chiappini (Ed.), *The handbook of business discourse* (pp. 256–268). Edinburgh: Edinburgh University Press.
- Schnurr, S. (2013). *Exploring professional communication: Language in action*. London: Routledge.
- Scholte, J. A. (2000a). Global civil society. *The Political Economy of Globalization*, 173, 192–193.
- Scholte, J. A. (2000b). *Globalization: A critical introduction*. New York: Palgrave MacMillan.
- Schriber, J. B., & Gutek, B. A. (1987). Some time dimensions of work: The measurement of an underlying dimension of organizational culture. *Journal of Applied Psychology*, 72, 642–650.
- Schultz, M., Hatch, M. J., & Larsen, M. H. (Eds.). (2000). *The expressive organization: Linking identity, reputation, and the corporate brand: Linking identity, reputation, and the corporate brand*. Oxford: Oxford University Press.
- Schweiger, D. M., & Denisi, A. S. (1991). Communication with employees following a merger: A longitudinal field experiment. *Academy of Management Journal*, 34(1), 110–135.

- Scollon, R., & Scollon, S. W. (2001). Discourse and intercultural communication. In D. Schiffrin, D. Tannen, & H. E. Hamilton (Eds.), *The handbook of discourse analysis* (pp. 537–547). Oxford: Blackwell.
- Scollon, R., Scollon, S. W., & Jones, R. H. (2011). *Intercultural communication: A discourse approach* (3rd ed.). New York: Wiley.
- Scott, J. E., & Kaindl, L. (2000). Enhancing functionality in an enterprise software package. *Information & Management*, 37(3), 111–122.
- Searle, J. R. (1969). *Speech acts: An essay in the philosophy of language* (Vol. 626). Cambridge: Cambridge University Press.
- Searle, J. R. (1979). *Expression and meaning: Studies in the theory of speech acts*. Cambridge: Cambridge University Press.
- Searle, J. R. (1985). *Expression and meaning: Studies in the theory of speech acts*. Cambridge: Cambridge University Press.
- Seidl, D. (2004). *Luhmann's theory of autopoietic social systems*. München: Ludwig-Maximilians-Universität München, Munich School of Management.
- Seidl, D. (2005a). *Organizational identity and self-transformation. An autopoietic perspective*. Aldershot: Ashgate Publishing Ltd.
- Seidl, D. (2005b). Organization and interaction. In D. Seidl & K. H. Becker (Eds.), *Niklas Luhmann and organization studies* (pp. 145–170). Copenhagen: Liber & Copenhagen Business School Press.
- Seidl, D. (2005c). The basic concepts of Luhmann's theory of social systems. In D. Seidl & K. H. Becker (Eds.), *Niklas Luhmann and organization studies* (pp. 21–53). Copenhagen: Liber & Copenhagen Business School Press.
- Seidl, D., & Becker, K. H. (2005). Introduction: Luhmann's organization theory. In D. Seidl & K. H. Becker (Eds.), *Niklas Luhmann and organization studies* (pp. 8–18). Copenhagen: Liber & Copenhagen Business School Press.
- Seidl, D., & Becker, K. H. (2010). Organizations as distinction generating and processing systems: Niklas Luhmann's contribution to organization studies. In S. Clegg (Ed.), *Directions in organization studies* (pp. 205–228). London: Sage.
- Seidl, D., & Mormann, H. (2014). Niklas Luhmann as organization theorist. In P. Adler, P. du Gay, G. Morgan, & M. Reed (Eds.), *Oxford handbook of sociology, social theory and organization studies: Contemporary currents* (pp. 125–157). Oxford: Oxford University Press.
- Sennett, R. (1998). *The corrosion of character: The personal consequences of work in the new capitalism*. New York: W. W. Norton.

- Shannon, C. E. (1948). A mathematical theory of communication. *Bell System Technical Journal*, 27(3), 379–423.
- Shannon, C. E. (1949). Communication theory of secrecy systems. *Bell System Technical Journal*, 28(4), 656–715.
- Silver, C. (2015). QDA miner (with WordStat and Simstat). *Journal of Mixed Methods Research*, 9(4), 386–387.
- Simpson, P., & Mayr, A. (2010). *Language and power*. London: Routledge.
- Skovholt, K., & Svennevig, J. (2006). Email copies in workplace interaction. *Journal of Computer-Mediated Communication*, 12(1), 42–65.
- Skovholt, K., Grønning, A., & Kankaanranta, A. (2014). The communicative functions of emoticons in workplace e-mails:-). *Journal of Computer-Mediated Communication*, 19(4), 780–797.
- Smeltzer, L. R., Glab, J., & Golen, S. (1983). Managerial communication: The merging of business communication, organizational communication, and management. *Journal of Business Communication*, 20(4), 71–78.
- So-mui, F. L., & Mead, K. (2000). An analysis of English in the workplace: The communication needs of textile and clothing merchandisers. *English for Specific Purposes*, 19(4), 351–368.
- Spencer-Oatey, H., & Franklin, P. (2009). *Intercultural interaction: A multidisciplinary approach to intercultural communication*. Basingstoke: Palgrave Macmillan.
- Sperber, D., & Wilson, D. (1995). *Relevance: Communication and cognition*. Oxford: Blackwell.
- St John, M. J. (1996). Business is booming: Business English in the 1990s. *English for Specific Purposes*, 15(1), 3–18.
- Starkey, K. (1989). Time and work: A psychological perspective. In P. Blyton, J. Hassard, S. Hill, & K. Starkey (Eds.), *Time, work, and organization* (pp. 57–78). New York: Routledge.
- Steger, M. B. (2003). *Globalization: A very short introduction*. Oxford: Oxford University Press.
- Stephens, K. K., & Davis, J. (2009). The social influences on electronic multi-tasking in organizational meetings. *Management Communication Quarterly*, 23(1), 63–83.
- Strange, S. (1997). *Casino capitalism*. New York: St. Martin's Press.
- Stubbs, M. (2001). *Words and phrases: Corpus studies of lexical semantics*. Oxford: Blackwell Publishers.
- Suchan, J., & Dulek, R. (1998). From text to context: An open systems approach to research in written business communication. *Journal of Business Communication*, 35(1), 87–110.

- Suchman, M. C. (1995). Managing legitimacy: Strategic and institutional approaches. *Academy of Management Review*, 20(3), 571–610.
- Sutter, M., & Kieser, A. (2015). How consultants and their clients collaborate in spite of massive communication barriers. *International Journal of Business Communication*, 1–29. doi:10.1177/2329488415613340.
- Suurmond, C. (2011). Administrations as instruments for dealing with organizational complexity. In B. Shishkov (Ed.), *Business modeling and software design* (pp. 130–146). Berlin/Heidelberg: Springer.
- Swanson, D. L. (1999). Toward an integrative theory of business and society: A research strategy for corporate social performance. *Academy of Management Review*, 24, 506–521.
- Tagg, C. (2015). *Exploring digital communication: Language in action*. London: Routledge.
- Tanaka, H. (2009). Japan. In F. Bargiela-Chiappini (Ed.), *The handbook of business discourse* (pp. 332–344). Edinburgh: Edinburgh University Press.
- Tanaka, H. (2011). Politeness in a Japanese intra-organisational meeting: Honorifics and socio-dialectal code switching. *Journal of Asian Pacific Communication*, 21(1), 60–76.
- Tetlock, P. C., Saar-Tsechansky, M., & Macskassy, S. (2008). More than words: Quantifying language to measure firms' fundamentals. *The Journal of Finance*, 63(3), 1437–1467.
- Thomas, J. (1983). Cross-cultural pragmatic failure. *Applied Linguistics*, 4(2), 91–112.
- Thomke, S. H. (1998). Managing experimentation in the design of new products. *Management Science*, 44, 743–762.
- Thomson, P. (2015). New ways of working in the company of the future. In F. Gonzalez (Ed.), *Reinventing the company in the digital age* (pp. 247–262). Bilbao: BBVA Open Mind.
- Thurlow, C., & Mroczek, K. (2011). *Digital discourse: Language in the new media*. Oxford: Oxford University Press on Demand.
- Tourish, D., & Hargie, O. (2004). *Key issues in organizational communication*. Hove: Psychology Press.
- Tribble, C. (2002). Corpora and corpus analysis: New windows on academic writing. In J. Flowerdew (Ed.), *Academic discourse* (pp. 131–149). Harlow: Pearson Education.
- Turner, K. (2015). *How cloud computing is changing business communication?* Retrieved from <http://www.selfgrowth.com/articles/how-cloud-computing-is-changing-business-communication>

- Turner, J., & Reinsch, N. L., Jr. (2007). The business communicator as presence allocator: Multicommunicating, equivocality, and status at work. *Journal of Business Communication*, 44(1), 36–58.
- Turner, J. W., Grube, J. A., Tinsley, C. H., Lee, C., & O’Pell, C. (2006). Exploring the dominant media: How does media use reflect organizational norms and affect performance? *Journal of Business Communication*, 43, 220–250.
- Vaara, E., & Whittington, R. (2012). Strategy-as-practice: Taking social practices seriously. *The Academy of Management Annals*, 6(1), 285–336.
- van Dijk, T. A. (1993). Principles of critical discourse analysis. *Discourse & Society*, 4(2), 249–283.
- van Dijk, T. A. (Ed.). (1997). *Discourse as structure and process* (Vol. 1). London: Sage.
- van Dijk, T. A. (2001). Multidisciplinary CDA: A plea for diversity. In R. Wodak & M. Meyer (Eds.), *Methods of critical discourse analysis* (pp. 95–120). London: Sage.
- van Dijk, T. A. (2003). The discourse-knowledge interface. In G. Weiss & R. Wodak (Eds.), *Critical discourse analysis. Theory and interdisciplinarity* (pp. 85–109). Houndsmills: Palgrave-MacMillan.
- van Dijk, T. A. (2007). *Discourse studies. 5 vols* (Sage benchmarks in discourse studies). . Thousand Oaks: Sage.
- van Dijk, T. A. (2008). Critical discourse analysis and nominalization: Problem or pseudo-problem? *Discourse & Society*, 19(6), 821–828.
- van Dijk, T. A. (2009). Critical discourse studies: A sociocognitive approach. In R. Wodak & M. Meyer (Eds.), *Methods of critical discourse analysis* (pp. 62–85). London: Sage.
- van Leeuwen, T. (2013). The language of corporate annual reports. In J. L. Davison & R. Craig (Eds.), *The Routledge companion to accounting communication* (pp. 45–57). London: Routledge.
- van Leeuwen, T., & Wodak, R. (1999). Legitimizing immigration control: A discourse-historical analysis. *Discourse Studies*, 1(1), 83–118.
- van Riel, C. B. M. (1995). *Principles of corporate communication*. London: Prentice-Hall.
- van Riel, C. B. M. (2003a). The management of corporate communication. In J. M. T. Balmer & S. A. Geysler (Eds.), *Revealing the corporation: Perspectives on identity, image, reputation, corporate branding and corporate-level marketing* (pp. 161–170). London: Routledge.
- van Riel, C. B. M. (2003b). Defining corporate communication. In P. S. Bronn & R. Wiig (Eds.), *Corporate communication: A strategic approach to building reputation* (pp. 21–40). Oslo: Gyldendal Akademisk.

- van Riel, C. B. M., & Balmer, J. M. (1997). Corporate identity: The concept, its measurement and management. *European Journal of Marketing*, 31(5/6), 340–355.
- van Riel, C. B. M., & Fombrun, C. (2004). *Fame and fortune. How successful companies build winning reputations*. New York: Prentice Hall.
- van Riel, C. B. M., & Fombrun, C. J. (2007). *Essentials of corporate communication: Implementing practices for effective reputation management*. London: Routledge.
- van Tulder, R., & van der Zwart, A. (2005). *International business-society management: Linking corporate responsibility and globalization*. London: Routledge.
- Varela, F. (1984). “Two principles for self-organization”. In H. Ulrich and G. Probst (Eds.), *Self-organization and Management of Social Systems*, pp. 25–33. Berlin: Springer Verlag.
- Vine, B. (2004). Modal verbs in New Zealand English directives. *Nordic Journal of English Studies*, 3(3), 205–220.
- Vine, B. (2009). Directives at work: Exploring the contextual complexity of workplace directives. *Journal of Pragmatics*, 41, 1395–1405.
- von Foerster, H. (1960). On self-organizing systems and their environments. In M. C. Yovits & S. Cameron (Eds.), *Self-organizing systems* (pp. 31–50). London: Pergamon Press.
- von Foerster, H. (1981). On constructing a reality. Observing systems, 288–309.
- Waldrop, M. M. (2001). Claude Shannon: Reluctant father of the digital age. *Technology Review -Manchester Nh-*, 104(6), 64–71.
- Wallerstein, I. (2004). *World-systems analysis: An introduction*. Durham: Duke University Press.
- Warf, B. (2013). Time-space compression. *Oxford Bibliographies*. doi:10.1093/obo/9780199874002-0025. Retrieved from <http://www.oxfordbibliographies.com/view/document/obo-9780199874002/obo-9780199874002-0025.xml>
- Wasson, C. (2009). Linguistic anthropology. In F. Bargiela-Chiappini (Ed.), *The handbook of business discourse* (pp. 194–212). Edinburgh: Edinburgh University Press.
- Waters, M. (2001a). *Globalization* (2nd ed.). London: Routledge.
- Waters, W. F. (2001b). Globalization, socioeconomic restructuring, and community health. *Journal of Community Health*, 26(2), 79–92.
- Watson, T. J. (1994). *In search of management: Culture, chaos and control in managerial work*. London: Routledge.

- Watson, T. J. (2001). *In search of management: Culture, chaos and control in managerial work*. Boston: Cengage Learning.
- Watson, T. J. (2004). Managers, managism, and the tower of babble: Making sense of managerial pseudojargon. *International Journal of the Sociology of Language*, 166, 67–82.
- Watson, T. J. (2006). The organization and disorganization of organization studies (review essay). *Journal of Management Studies*, 43(2), 367–382.
- Watson, B. (2009). Fera's official launch event and symposium: The importance of evidence in addressing the challenges facing Defra FERA e 15/6/2009, p. 23. Retrieved from <http://www.fera.defra.gov.uk/aboutUs/documents/launch/bobWatson.pdf>. Accessed 11 Mar 2011.
- Watts, R. J. (2003). *Politeness*. Cambridge: Cambridge University Press.
- Weick, K. E. (1979). *The social process of organizing*. Reading: Addison-Wesley.
- Weick, K. E. (1988). Enacted sensemaking in crisis situations. *Journal of Management Studies*, 25(4), 305–317.
- Welch, C., Marschan-Piekkari, R., Penttinen, H., & Tahvanainen, M. (2002). Corporate elites as informants in qualitative international business research. *International Business Review*, 11(5), 611–628.
- Weske, M. (2012). *Business process management: Concepts, languages, architectures*. Berlin: Springer Science & Business Media.
- Wiener, N. (1965). *Cybernetics or control and communication in the animal and the machine* (2nd ed.). Cambridge, MA: MIT Press.
- Wilks, S. (2013). *The political power of the business corporation*. Cheltenham: Edward Elgar Publishing.
- Wodak, R., & Chilton, P. (Eds.). (2005). *A new agenda in (critical) discourse analysis: Theory, methodology and interdisciplinarity* (Vol. 13). Amsterdam: John Benjamins Publishing.
- Wolburg, J. M. (1999). Time: The silent cultural value in American television advertising. *Journalism & Mass Communication Quarterly*, 76(3), 419–432.
- Wolburg, J. M. (2001). Preserving the moment, commodifying time, and improving upon the past: Insights into the depiction of time in American advertising. *Journal of Communication*, 51, 696–719.
- Wolburg, J. M., & Taylor, R. E. (1998). Celebrate the moments of your life: An investigation of time as a cultural value in American television advertising. In J. B. Ford & E. D. Honeycutt Jr. (Eds.), *Developments in marketing science* (Vol. 21, pp. 363–367). Norfolk: Academy of Marketing Science.
- Wolf, G. (2010). *Der Business Discourse. Effizienz und Effektivität der Internen Kommunikation*. Wiesbaden: Gabler.

- Wu, H. C., Luk, R. W. P., Wong, K. F., & Kwok, K. L. (2008). Interpreting tf-idf term weights as making relevance decisions. *ACM Transactions on Information Systems (TOIS)*, 26(3), Article No. 13.
- Yates, J., Orlikowski, W. J., & Okamura, K. (1999). Explicit and implicit structuring of genres in electronic communication: Reinforcement and change of social interaction. *Organization Science*, 10, 83–117.
- Yu, J., Han, J., Schneider, J. G., Hine, C., & Versteeg, S. (2012). A virtual deployment testing environment for enterprise software systems. In *Proceedings of the 8th international ACM SIGSOFT conference on Quality of Software Architectures* (pp. 101–110).
- Yus, F. (2011). *Cyberpragmatics: Internet-mediated communication in context* (Vol. 213). Amsterdam: John Benjamins Publishing.
- Yuthas, K., Rogers, R., & Dillard, J. F. (2002). Communicative action and corporate annual reports. *Journal of Business Ethics*, 41(1–2), 141–157.
- Zerfaß, A. (2014). Challenges for corporate communications in the digital age. Retrieved from <http://blog.csforum2014.com/challenges-for-corporate-communications-in-the-digital-age/>
- Zerubavel, E. (1981). *Hidden rhythms: Schedules and calendars in social life*. Chicago: University of Chicago Press.
- Zhang, X. F. (2006). Information uncertainty and stock returns. *The Journal of Finance*, 61, 105–136.
- Zhang, Z. (2013). Business English students learning to write for international business: What do international business practitioners have to say about their texts? *English for Specific Purposes*, 32(3), 144–156.
- Zorn, T. E., & Simpson, M. (2009). New Zealand and Australia: The state of the field. In F. Bargiela-Chiappini (Ed.), *The handbook of business discourse* (pp. 30–42). Edinburgh: Edinburgh University Press.
- Zorriassatine, F., Wykes, C., Parkin, R., & Gindy, N. (2003). A survey of virtual prototyping techniques for mechanical product development. *Proceedings of the Institution of Mechanical Engineers, Part B: Engineering Manufacture*, 217, 513–530.
- zu Knyphausen, D., & Schweizer, L. (2011). Industry evolution and the interplay between extrinsic and intrinsic motivation Software and genomics from a Habermasian perspective. *Managementforschung* 21, 215–247. Wiesbaden: P. Conrad & J. Sydow Gabler-Verlag.
- Zupnik, Y. J. (1994). A pragmatic analysis of the use of person deixis in political discourse. *Journal of Pragmatics*, 21(4), 339–383.

Index

A

- acceleration, 32, 79, 82, 131–6, 137,
138, 174, 177, 290, 313,
315, 347, 348
- access to data, 94
- acknowledgement(s), 8, 41, 143,
170, 171, 238
- action, 4, 10, 15, 17, 18, 20, 45, 71,
78, 82, 99, 106, 116–31,
135, 137, 138, 143, 145,
146, 152–5, 157, 158, 164,
166, 175, 177, 178, 180,
194–6, 197, 201, 204,
207–11, 215, 216, 222, 223,
235–44, 250, 263, 265, 269,
270, 274–6, 302, 310, 315,
320–2, 329–33, 344
- agency, 116, 163, 195, 239–4, 263,
286, 311
- anonymisation, 144, 183, 262,
268, 270
- apology(ies), 143, 224, 225, 226,
235, 237, 276, 312
- app(s), 22, 23, 27, 33, 35, 37,
39–40, 42, 139, 297, 309,
342, 348
- app-based communication, 42
- application(s), 1, 8, 9, 22, 23, 25, 26,
32, 33, 35, 36, 38–42, 51,
53, 54, 58, 67, 72, 82, 94,
132, 137, 138, 209, 284,
285, 311, 331, 342, 348
- application-based communication,
38–42
- approval, 30, 62, 65, 67, 70, 71, 78.
90, 95, 97, 98, 101, 112–14,
154, 166, 168, 177, 178,
180–2, 195, 213, 218, 222,
234, 239, 240, 241, 244,
273–5, 322, 329, 332
- attachment(s), 143, 224, 225, 226,
235–7, 275, 322, 328, 340

authorisation, 54, 60, 67, 68, 79,
95, 128, 139, 143, 155,
181, 182, 234, 240, 242,
244, 273

autopoiesis, 82, 104–9, 115, 315

B

Beer, 81, 82, 90, 91, 94, 98, 101,
137, 138, 170

big data, 35–9, 91, 107, 344

bigrams, 184, 188, 195, 211, 251,
263–6, 269–72, 286,
287–8, 290–4

booking, 62, 65, 66, 68, 71, 111,
164, 174, 177, 178, 195,
235, 237, 265

boosters, 330, 336, 337

bottom-up communication, 69,
181–2, 224, 236, 239, 240,
241, 268, 275, 316–19

business communication, 1–9, 12,
15–42, 49–55, 58, 75, 77,
81–138, 144, 158, 166,
174, 194, 225, 262, 276,
277, 309, 310, 312–15,
323–40, 342–48

business discourse, 1–8, 14, 17–20,
26, 52–4, 82, 84, 140, 144,
149, 159, 165, 166, 246,
309, 329, 341, 343–7

business email, 139, 202, 227–31,
246, 268, 322–3, 328, 330,
335, 338, 339, 341

business English, 51, 52, 246, 248,
323, 328, 333

business meetings, 18, 33, 125, 144,
160, 162, 165, 323–6, 328,
332, 333, 335, 341

business model, 38–42, 93, 107

business process, 2, 9, 30, 33, 55–7,
75, 76, 83, 90, 92, 93, 96,
127, 137, 313–15, 343, 346

C

case(s), 2, 56, 82, 140, 285, 316

clarifying, 2, 143, 196, 197, 199,
200, 218, 235–40, 242–3,
265, 273

close, 5, 18, 41, 69, 86, 132, 135,
140, 150, 153, 166, 168,
171, 174–6, 178, 187, 200,
205–7, 209, 217, 224,
225–8, 232, 235, 238, 240,
253, 266, 269, 270, 274,
277, 298, 322, 325, 333

cloud, 22, 31–7, 39, 42, 60, 79, 105,
107, 265, 280, 289, 291,
292, 297, 306, 311, 344,
346, 348

cloud computing, 31–3, 39, 105,
106, 280

cluster(s), 195, 216, 229, 253, 263,
265, 269, 270, 294, 328,
330, 333–5

code(s), 4, 28, 34, 52, 118, 134,
140, 143, 155, 156, 160,
167, 170, 173–5, 177–9,
181, 183–7, 189, 190,
192–7, 199–200, 203–10,
216, 217, 220, 223–31,
233–9, 269, 273–6, 311,
312, 335, 342

coding category(ies), 170–84,
187–200, 205, 216–26,
233, 273–6, 311, 340

collocation(s), 163, 175, 211, 214,
248, 249, 253, 255, 257,
259, 260, 268, 269, 286, 289

- colonisation of the lifeworld, 118,
129–31, 133, 346
- communication, 1, 55–139,
277–348
- communication pattern(s), 9, 86, 89,
127, 137, 154, 158, 159,
234, 312, 320, 342, 346
- communicative action, 82, 116–18,
121–7, 138, 155, 315
- comparison, 108, 194, 236, 243–61,
273, 274, 290, 295, 296,
300, 302–5, 310, 311, 323,
332, 342
- competition, 9, 34, 64, 92, 104,
106–8, 113, 139, 346
- complexity, 7, 38, 80–2, 84, 85, 89,
92, 94, 98, 100–2, 135,
137–9, 314, 317, 343,
346, 347
- complimentary close, 217, 224,
226–7, 238, 269, 274, 330,
335, 336
- computer-mediated communication,
24, 112
- conditional, 9, 120, 155, 157, 163,
166, 171, 172, 189, 191,
203, 207, 207, 208, 210,
213, 234, 235, 238, 241,
273, 275, 276, 312, 330, 347
- conference call(s), 10, 57, 132, 144,
276, 277–307, 332, 335,
340–2
- congratulations, 171, 191, 192, 193,
235, 276, 312
- content analysis, 140, 144, 284, 307
- context, 4, 8, 9, 11, 12, 14–16, 18,
24, 53, 55, 56, 60, 68, 75,
79, 81–3, 90, 94, 96, 99,
101, 104, 107, 120, 122,
123, 125, 128–30, 140,
143–6, 148, 149, 152, 162,
176, 177, 180, 184, 187,
189, 190, 194, 197, 198,
202, 207, 209, 218, 220,
223, 224, 245–6, 250,
257–9, 261, 262, 265, 267,
269, 280, 284, 286, 302,
310–12, 314, 315, 323,
329, 330, 341, 343, 347
- contextual, 4, 14, 18, 140, 145, 159,
193, 209, 224, 250
- contract, 31, 64, 72, 133, 178, 185,
218, 237, 239, 265
- corporate communication, 12–15,
17, 19, 50, 54, 79, 80,
138, 153, 155, 277–307,
315, 347
- corporate power, 46–9
- corporation(s), 2, 56, 81–139, 277,
309–348
- corpus, 8, 60, 86, 139–276, 278,
310
- corpus analysis, 63, 141, 155,
286–94, 310–12, 328
- critical discourse analysis, 5, 146, 147
- critical studies, 16, 145–50
- CRM customer relationship
management (CRM)
- customer, 6, 9, 21, 27, 31–3, 37–9,
41, 42, 56, 62–9, 72–5,
77–9, 88, 93, 98, 100, 107,
111–14, 126, 141–3, 149,
155, 157–9, 168, 169, 174,
178, 181–4, 186, 187, 189,
190, 193, 195, 198, 199,
207, 210, 218, 219, 223,
227, 229–32, 239–3, 265,
268–72, 276, 289, 291,
297, 302–7311, 327, 332,
339, 346, 347

- customer relationship management (CRM), 9, 27, 31, 32, 56, 57, 62, 64–6, 68–70, 72, 75, 77, 87, 88, 90, 95–7, 99, 101, 104, 114, 132, 156, 157, 165, 167, 169, 177, 179, 180, 191, 199, 204, 206, 221, 232–5, 239, 252, 270, 272–5, 331
- cybernetic, 3, 28, 83, 87–91, 94, 98–100, 137, 314, 343, 344, 346
- cybernetics, 8, 63, 68, 82–102, 137
- D**
- data, 1–11, 17, 20, 23, 30–9, 42, 54–7, 59, 66, 69–71, 75, 76, 83, 86, 88, 90, 91, 94, 95, 104, 107, 112, 138–276, 284, 286, 300, 302, 307, 309, 312, 314, 333, 335, 341, 343–6
- deadline, 8, 41, 136, 174, 175, 177, 178, 204, 210, 234, 235, 237, 311
- deal, 15, 37, 61, 64–6, 69–71, 78, 79, 97, 98, 100, 112–14, 117, 127, 149, 155, 166, 168, 176, 177, 181, 182, 184–7, 191, 209, 213, 234, 235, 237, 240, 265–7, 273, 274, 333
- declarative, 35, 155, 157, 158, 167, 203, 208, 213, 234–6, 274, 275
- definition(s), 2–7, 10, 11, 13, 17, 18, 28, 37, 43, 47, 108, 122, 146, 174, 204, 343–7
- delivery, 31, 33, 47, 65, 77, 87, 160, 178, 185, 237, 239, 274, 310, 347
- deontic, 202, 207, 209, 214, 232, 326, 330, 333, 336
- deontic modals, 202, 209, 232, 326
- department(s), 7, 50, 57, 61, 63, 64, 66–8, 83–4, 87, 93, 98, 100, 108, 111, 123, 145, 162
- deterministic, 90, 91, 96, 100, 101, 138, 314
- differentiation, 11, 92, 102–6, 108, 115, 342, 346, 345
- digital, 2, 56, 82, 139, 278, 309–348
- digital age, 2, 5, 9, 22–42, 50, 51, 53, 54, 79, 180, 309–48
- digital age corporations, 2, 9, 53, 54, 79, 180, 309–48
- digital communication, 25–8, 54, 79, 342
- digitalisation, 105, 107
- digital technology, 254
- directive(s), 8, 58, 95, 129, 131, 141, 143, 144, 149, 150, 152, 154, 155, 158, 161, 166, 167, 179, 180, 200–16, 233–43, 263, 269, 270, 273, 274, 275, 276, 311, 312, 322, 326, 328, 330, 331, 333–5, 342, 347
- discount, 30, 62, 65, 67, 68, 70, 71, 78, 104, 113, 114, 177, 185, 186, 270, 272, 333
- discount identifier, 177, 186, 270, 272
- discourse, 1, 78, 82, 139, 285, 309
- disruption, 93, 314
- distributor(s), 33, 68, 69, 143, 183

- disturbance(s), 91–4, 314, 346
- division(s), 7, 9, 45, 57, 58, 84, 86, 87, 108, 141, 246, 277, 316, 341
- E**
- earnings, 10, 12, 61, 62, 65, 70, 90, 93, 104, 124, 144, 257, 277–308, 311, 342, 350
- economic, 4, 9, 24, 28, 43–9, 53, 58, 79, 81, 82, 84, 91, 105–7, 116, 118, 132–3, 284, 313, 343
- economy, 28, 29, 45, 46, 48, 49, 87, 104, 118, 133, 139, 278, 299, 346
- email(s), 7, 55, 86, 139–276, 279, 310
- empirical analysis, 3, 86
- empirical data, 2, 3, 5, 7, 9, 11, 54, 56, 66, 76, 138–276, 341, 343, 346
- employees, 12, 20, 21, 28, 30, 33, 35, 50, 56, 57, 63, 64, 72, 97–100, 116, 124, 125, 127, 130, 131, 151, 153, 160, 162, 167, 169, 262, 268, 269, 346
- ending, 224, 226–7, 235–7, 242–4, 273
- English, 18, 51–3, 141–3, 153, 156, 174, 181, 187, 188, 191, 192, 194, 202, 207, 213, 224, 227, 233–46, 248, 254, 256, 257, 260, 273–5, 285, 302, 316, 323, 328, 333, 334, 342
- enterprise, 2, 7, 9–10, 19–21, 23, 24, 27, 30–1, 36, 39, 45, 47, 50, 51, 54–83, 87, 88, 90, 95–100, 102, 106, 108, 111, 126, 132, 134, 135, 137–9, 180, 181, 213, 246, 289, 312–15, 329, 342–8
- Enterprise-Resource-Planning (ERP), 27, 56, 62, 75, 77, 88, 90, 106, 127
- enterprise software, 2, 7, 9–10, 23, 24, 27, 30, 32, 36, 45, 50, 51, 54–83, 87, 88, 90, 95, 97–9, 102, 106, 132, 134, 135, 137, 180, 246, 312–15, 329, 342–8
- entropy, 96–7
- environment, 1, 11, 15, 22, 27, 31, 34, 41, 49, 55, 76, 92, 102–12, 136, 138, 148, 153, 267, 279, 284, 311, 315, 346
- environmental, 48, 91, 105–7
- ERP
- Enterprise-Resource-Planning (ERP)
- ethnographic, 140, 144, 159
- external, 12–15, 17–21, 27, 32, 54, 57, 67, 70, 72–4, 79, 82, 86, 89–94, 102, 104, 106–9, 111, 121, 122, 137–9, 141, 142, 145, 148, 155, 160, 169, 170, 173, 180–3, 187, 191, 195, 198, 203, 208, 212–16, 218, 220, 221, 224–7, 232, 238–9, 243–4, 262, 268, 269, 273, 276, 277–307, 310, 313–15, 324, 330, 332, 342, 343, 346

external communication, 13, 21, 32, 67, 70, 72–5, 86, 142, 155, 182, 183, 191, 198, 203, 208, 212–16, 218, 220, 221, 224, 226, 238–9, 243, 244, 262, 268, 269, 273, 276, 310, 343

external reference, 102, 104, 108, 180, 315

F

face, 14, 24, 25, 33, 49, 50, 52, 57, 58, 63, 114, 127, 149, 150, 153, 160, 174, 201–3, 234, 326, 328, 330, 332, 334, 346

factor(s), 15, 24, 25, 42, 45, 48, 76, 91–4, 105–7, 134, 138, 148, 150, 153, 167–9, 201, 279, 291, 293, 310, 311, 314

feedback, 8, 20, 21, 28, 58, 72, 82, 90, 91, 93, 94, 101, 138, 140, 178, 196–200, 206, 212, 213, 216, 217, 218, 221, 229, 234, 235, 237, 274, 314, 320, 322, 323, 329, 333, 347, 348

financial disclosure, 279, 285, 294, 295, 297, 300, 301, 305, 311

follow-up, 8, 32, 140, 143, 169, 196, 197, 199, 200, 235, 237, 239, 241–3, 273

forecast, 26, 62, 64–6, 68–70, 78, 86, 88, 95, 96, 101, 104, 163–5, 184, 185, 204, 207, 209, 210, 235, 237, 240, 277, 278, 280–2, 299, 316, 331–3

fractal(s), 97

frequency(ies), 5, 34, 36, 37, 140, 141, 160, 164, 165, 175–7, 179, 181, 183–6, 188, 194, 195, 199, 200, 204, 205, 215, 216, 222, 224–7, 229, 230, 231, 232–43, 246–7, 261–3, 267–9, 271–3, 276, 281, 287, 295, 300, 302–4, 311, 316, 327, 330, 331, 339–41

G

genre, 77–80, 117, 124, 144, 155, 158, 165, 201, 246, 276, 278, 279, 284, 302, 304, 307, 310, 313, 323, 328, 335, 336, 341

German, 40, 42, 84, 86, 87, 141–3, 156, 160, 170, 173, 181, 187, 191, 192, 194, 208, 211, 220, 224–7, 231, 233–44, 246, 257, 268, 273–4, 316, 333, 337, 3338, 342

global company(ies), 246

globalisation, 9, 42–51, 53, 58, 79, 107, 133, 135, 168, 343, 346

greeting(s), 143, 218, 224–7, 237, 270, 273, 274, 323, 330

H

Habermas, 82, 116–31, 133, 137, 138, 154, 155, 167, 172, 315

headquarters (HQ), 7, 69–71, 84, 86, 162, 317

- hedges, 166, 202, 213, 299, 325,
 326, 330, 331, 336
- hierarchical, 7, 20, 57, 58, 67, 78,
 83, 87, 143, 144, 146, 160,
 181, 202, 234
- hierarchy, 7, 20, 21, 60, 68, 84,
 86, 98, 115, 134, 147,
 152–4, 158–60, 203,
 234, 332, 341
- high power distance, 154, 158–65,
 234, 312
- homeostasis, 91–4, 138
- horizontal communication, 21, 60,
 142, 143, 165, 173,
 181, 182, 187, 188,
 192, 194, 198, 199,
 207, 208, 214, 221,
 223, 224, 226, 227,
 229, 236, 237, 241–3,
 265, 268, 274, 275,
 320, 331, 336, 339
- I**
- illocution, 121, 122, 126, 128, 207,
 217, 250, 255, 274
- illocutionary, 121, 122, 210, 255
- imperative(s), 125, 127–9, 155, 156,
 167, 201, 203–8, 210, 222,
 223, 234, 235, 237, 255,
 257, 259, 273–5
- infinitive, 155–8, 178, 203, 206, 212,
 219, 235, 248, 249, 256,
 259, 273–5, 284, 285, 301
- informants, 7, 143–5
- information, 1, 3, 5, 11, 14, 20–3,
 25, 26, 28–32, 34–9, 42,
 49, 57, 61, 63, 64, 66, 69,
 71, 74, 75, 77, 78, 80, 81,
 90, 94, 98, 105–7,
 112–14, 117, 119, 124,
 127, 130, 132, 133, 135,
 139, 140, 142, 143,
 151–5, 166, 179, 185,
 187, 190, 194, 196,
 197–200, 213, 219, 222,
 229, 231, 234, 239, 346,
 262, 274, 277, 279–82,
 282, 285, 294, 313, 320,
 325, 327, 329, 332, 335,
 336, 339, 340
- Information technology (IT), 1,
 7, 9, 10, 30, 31, 39, 56,
 58–60, 63, 70, 76, 83, 84,
 93, 108, 111, 112, 138,
 141, 143, 145, 184, 230,
 240–3, 260, 261, 276,
 280, 286, 290, 294,
 295, 297, 300, 310,
 311, 332, 341
- instrumental action, 119, 122, 126,
 315
- interdisciplinary, 1, 5, 7, 26, 53, 342,
 346, 348
- internal communication, 6, 13,
 17, 32, 57, 67, 110,
 125, 175, 224, 276,
 277, 279, 316
- Internet of Things (IoT), 35–7, 107,
 344, 346
- intertextuality, 227, 324, 328
- IT
- Information technology (IT)
- K**
- key term(s), 53, 185, 194, 243–61,
 301, 307, 311

keyword(s), 140, 160, 175–7, 184,
211, 234, 246–7, 249, 251,
253, 255, 257, 259–61,
278, 280, 286, 290–4,
302–7, 310, 311, 326, 327,
337, 341

L

language, 4, 6, 8, 13, 15, 16, 18,
24–6, 45, 49, 51–3, 60, 74,
79, 82, 97, 99, 101,
117–19, 121, 122, 125,
129, 139, 142, 144, 146–8,
153, 160, 168, 169, 194,
203, 234, 236, 244–5, 263,
276, 278, 283–5, 312,
325–7, 329, 333, 335, 341

level, 11, 14, 16–18, 21, 38, 43, 47,
50, 53, 54, 57, 60, 65,
67–72, 79, 84, 86, 91, 97,
98, 113–14, 122, 124,
139–41, 145, 146, 148,
150, 155, 159, 161, 166,
175, 199, 233, 260, 299,
312, 316, 318, 318, 322,
324, 325

lexico-grammatical analysis, 170–
200, 232–43

licence(s), 14, 143, 182–4, 218, 239,
262, 332

lifeworld, 116–18, 123–7, 129–31,
133, 138, 315, 346

linguistic, 1, 3–5, 8, 14–16, 18, 20,
26, 49, 52, 94, 140, 144,
147–9, 151, 153, 168, 232,
234, 280, 281, 283, 284

Luhmann, 8, 63, 74, 82, 102–15,
137, 138, 314

M

management, 1, 5, 9, 13, 14, 21,
27, 30, 32, 36, 47, 50, 52,
56, 60, 62, 64–73, 76, 77,
81–4, 90, 94–6, 98,
100–2, 106, 108, 111,
113–15, 117, 124, 127,
130, 133, 137, 140, 144,
150–2, 154, 155, 158,
159, 161, 162, 167, 182,
193, 199, 204, 210, 231,
235, 256, 279, 281, 293,
312, 316, 319, 339, 340,
343, 344

manager, 28, 57, 84, 140, 278,
310

managerial discourse, 80, 95, 109,
116, 117, 129, 148–69,
174, 192, 194, 234–5, 241,
274, 313, 336, 339

member(s), 13, 19, 26, 39, 50, 72,
75, 78, 82, 95, 100–2,
124, 136, 137, 145, 152,
153, 163, 164, 168, 171,
173, 181, 199, 220, 222,
232, 245, 256, 310,
316–347

meta-communication, 10, 97, 140,
142, 276, 342

metadiscourse, 140, 179, 180,
204, 338

mitigating, 166, 202, 208, 210, 223,
234, 285, 325, 331

mobile, 23, 25, 29, 33–6, 39, 40, 58,
95, 107, 288, 293, 311,
342, 344

mobility, 22, 29, 34, 35, 42, 130

modern corporation, 24, 28, 42–51,
53, 77, 158, 174, 311

N

negation, 187, 189, 194, 235, 237, 239, 273–5, 283
 negative attributes, 191, 193
 negative news, 8, 95, 188, 189, 191, 234, 274
 network(s), 7, 12, 22, 24, 26, 27, 29, 35, 36, 39, 40, 43, 44, 47, 57, 66, 72, 75, 78, 88, 89, 98, 110, 112, 144, 153, 342, 346

O

observation(s), 3, 11, 20, 54, 104–6, 108, 131, 309, 315
 observe, 8, 12, 14, 28, 39, 75, 92, 97, 104–10, 112, 120, 126, 130, 133, 135, 151, 153, 158, 159, 164, 168–71, 183, 211, 225, 242, 274, 278, 285, 312, 315, 326, 332, 333, 347
 offer, 2, 8, 30, 37–9, 53, 56, 67, 68, 100, 112, 114, 123, 156, 178, 185, 194, 207, 218, 222, 239, 273, 297
 operating, 7, 46, 59, 60, 70, 76, 79, 81, 83, 87, 102, 108, 109, 116, 209, 276, 290
 operation(s), 16, 21, 28, 37, 45, 47, 56, 59, 67–9, 72, 79, 86, 99, 102–4, 108, 112, 115, 213, 217, 282, 314, 325
 organisation, 1, 4, 6, 12–15, 19–21, 28, 29, 38, 44, 46, 51, 54, 57, 58, 69, 72, 75, 78, 81, 82, 84, 86, 89, 93, 94, 97, 104, 108, 110, 111, 123,

125, 131, 144, 146, 151–3, 175, 184, 203, 343
 organisational, 1, 4, 5, 7, 8, 11–13, 15–21, 24–6, 29, 50, 53, 76, 77, 79, 81, 84, 85, 102, 104, 109, 110, 115, 122–7, 130, 131, 137, 145–54, 162, 202, 279, 313, 317, 342, 343
 organisational communication, 11–13, 122–7, 145–54

P

partner, 2, 21, 31, 33, 57, 61, 63, 67–9, 76, 79, 106, 110, 114, 124, 134, 141–3, 155, 157, 168, 169, 178, 182–4, 187, 195, 198, 199, 218, 222, 227, 229, 232, 239–43, 260, 265, 270–2, 276, 297, 329, 331, 332, 339, 340
 perlocution, 121, 122, 128
 perlocutionary, 121, 122, 126, 128
 perturbation, 93, 103, 106, 108, 138, 314
 please, 56, 95, 150, 301, 310
 PoC
 proof of concept (PoC)
 political, 4, 18, 24, 36, 43–9, 53, 82, 90–2, 105–7, 116, 145, 146, 244, 261, 343
 positive news, 8, 191, 300, 301, 311, 334, 347
 power, 3, 4, 20, 22, 23, 31, 35, 36, 42–51, 53, 74, 75, 80, 109, 112, 116, 118–20, 123, 127–9, 134, 146, 147, 151–69, 201, 203, 204, 223, 232–6, 262, 270, 293, 297, 312, 313, 324, 326, 333, 338

- power distance, 154, 158–65, 234, 312
- power relations, 146, 153, 166, 201, 203, 204, 232, 270, 338
- praise, 8, 143, 172, 192, 192, 202, 234–5, 237, 276, 312, 331, 334, 347
- predictability, 90, 91, 94
- pre-sales, 56, 62, 63, 69, 84, 86, 111, 168, 317–18
- probabilistic, 90, 91, 138, 318
- process, 2, 55–80, 82, 139, 284, 309
- product, 21, 26, 33, 34, 41, 49, 57, 63, 65–8, 70, 72–4, 78, 79, 84, 86–90, 92, 96, 107, 108, 110, 111, 113, 117, 131, 136, 143, 183, 198, 261, 272, 289, 290, 297, 310, 317, 327, 332, 351
- profit, 7, 15, 19, 51, 77, 104, 109, 117, 119, 131, 132, 134, 147, 154, 155, 158, 164, 174, 297, 312, 327
- prominent, 179, 200, 208, 233, 238, 240–4, 269, 276, 301, 311, 328
- promise, 121, 143, 194–6, 235, 235, 237, 251, 270, 273–5
- pronoun(s), 160–5, 199, 203, 218, 232, 239–4, 263, 269, 284, 285, 310, 311, 327, 333, 338
- proof of concept (PoC), 62, 63, 65, 111, 138, 193, 343
- Q**
- qualitative, 8, 140, 141, 261, 280, 307, 323, 342
- quantitative, 8, 140, 175, 194, 232–43, 278, 286, 323, 343
- quarter, 48, 65, 70, 88, 90, 136, 168, 171, 173–5, 177, 178, 237, 239, 246, 257–9, 273–6, 280, 285, 288–94, 297, 302–7, 310, 332, 333, 339
- quarterly earnings calls, 61, 65, 70, 277–46
- quarterly results, 104, 108, 111, 276, 278, 305, 310, 341, 343, 346, 347
- query(ies), 39, 71, 72, 74, 172, 180, 182, 196–9, 209, 229, 231, 234, 235–8, 273–4, 320, 323, 333
- question(s), 2, 5, 45, 47, 61, 72, 74, 78, 81, 88, 91, 107, 116, 121, 125, 126, 136, 156, 162, 163, 182, 198–202, 207, 210, 212, 218, 219, 231, 234, 236, 237, 240, 242, 250, 252, 273–5, 278, 281, 282, 302, 309, 320, 333, 337, 344, 346
- quote(s), 62, 65, 67, 68, 101, 102, 111, 117, 180, 184, 185, 195, 237, 253, 266, 333
- quoting process, 67
- R**
- rapport, 8, 119, 143, 145, 170–3, 202, 234–5, 238, 239, 274, 276, 312, 337, 347
- reduction, 25, 80, 100–1, 133, 280, 335, 343, 346, 347
- reference corpus, 66, 134, 140, 161–3, 166, 167, 173, 174, 176, 177, 180, 224, 227–9, 234, 235, 239, 241, 245–7, 255,

- 256, 261, 267, 270, 273,
283, 286, 290, 291, 302,
304, 310, 316, 323, 328,
329, 332, 338, 340, 342
- request, requestive, 65, 68, 72, 74,
78, 113, 114, 150, 154,
155, 159, 184–6, 193, 201,
202–7, 208, 211–16, 218–
19, 223, 229, 234, 236–43,
247, 249–50, 263, 269,
273, 274, 275, 310, 319,
322, 323, 325, 326, 328,
330, 332–4, 336
- Rosa, 82, 131–8, 315
- S**
- sales, 7, 56, 82, 140, 277, 310
- sales process, 58, 61–7, 69, 102, 111
- sales rep(resentative), 61, 63–5, 72,
74, 84, 86, 88, 89, 98, 112,
113, 157, 168, 184, 200,
335
- salience, 141, 239, 286, 295, 296,
302, 341
- salutation, 166, 224–5, 234, 235–8,
240–3, 253, 257, 269, 274,
310, 316, 330, 335, 336
- self-reference, 82, 102–4, 115
- semantic domain, 280, 294–302, 305
- sentiment, 187, 190, 280, 286, 300,
310
- small talk, 155, 171–3, 322, 323,
326
- social, 4, 7, 11, 15–18, 20, 22–7, 29,
30, 37, 39, 41, 43, 44, 46,
49, 50, 52, 54, 57, 58, 66,
78, 81–3, 88, 91, 93, 94,
102, 105, 107, 109–12,
116–35, 137, 138, 140,
145–8, 152, 154, 158, 160,
169, 174, 231, 232, 244,
260, 261, 280, 293, 299,
301, 312, 315, 323,
333, 342–4, 346
- social acceleration, 131–3, 174, 315
- social media, 27, 30, 37, 57, 58, 88,
93, 169, 231–3, 280
- sociological, 3, 8, 43–6, 53, 54, 63,
81–138, 148, 313–15,
342, 343
- socio-pragmatics, 144, 148–50, 341
- software, 1, 2, 7, 9, 10, 23, 24,
27, 30–3, 36–8, 40,
42, 45, 50, 51, 54–101,
106, 127, 130, 132, 134,
135, 137, 138, 140, 143,
177, 180, 183, 188, 231,
246, 254, 261, 280, 284,
286, 288, 294, 297, 309,
312–15, 329, 332, 342–4,
347, 348
- solidarity, 80, 116, 125, 129, 154,
158–66, 172, 202, 234,
235, 312, 313, 325, 326
- solution, 33, 63–5, 76, 100, 124–5,
143, 183–4, 232, 230, 240,
241, 265, 297, 332, 337, 351
- speech act(s), 11, 116, 120, 121,
128, 149, 194, 218, 225,
251, 255
- status, 20, 28, 64, 69, 72, 78, 116,
134, 147, 161, 166, 172,
197, 199, 202, 331
- strategic action, 116–22, 125, 126,
315
- subordinate(s), 20, 21, 55, 94, 141,
147, 150, 152, 160, 164,
169, 177, 199–202, 224,
268, 314

- superior(s), 21, 86, 150, 167, 202,
241, 268, 316, 319, 326,
332
- support, 9, 36, 47, 56, 63, 66, 68, 69,
71–4, 76, 84, 86, 92, 173,
206, 214, 215, 217, 219,
223, 230, 232, 240–3, 246–7,
259, 260, 266, 268, 269,
297, 306, 310, 317, 319,
327, 329, 332, 335, 346
- system(s), 12, 56, 81, 144, 289, 314
- systems theory, 63, 74, 82, 101–15,
137, 314
- T**
- team, 20, 25, 27, 60, 62, 65–7, 69,
72–6, 86, 88, 89, 95, 96,
98–101, 126, 152–4,
161–4, 166, 171, 175, 176,
181, 182, 184, 186, 187,
193, 199, 204, 220, 222–4,
232, 234, 235, 238, 242,
246–7, 255, 256, 260, 261,
263, 264, 268, 269, 271,
275, 306, 310, 316, 327,
329, 332, 335
- team member, 75, 95, 100, 152,
153, 164, 171, 181, 220,
222, 225, 310, 316–8, 320
- technical acceleration, 134–6
- technological advancement(s), 31,
49, 343, 346
- technology(ies), 1, 5, 14, 20, 22–4,
26, 29–32, 34–6, 39, 41,
42, 44, 49, 54, 57, 58, 72,
75, 76, 78, 79, 105–7,
132–5, 138, 153, 174, 254,
297, 313, 315, 342–8
- technology-mediated communication,
24, 25
- temporality, 136–8
- thanking, 143, 166, 197, 216–23,
242–4, 255, 274, 275, 310
- thanks, 73, 159, 166, 167, 173, 176,
197, 204, 216–23, 241–3,
246–7, 253–5, 263, 264,
266, 268, 269, 273–5, 299,
306, 310, 323, 329, 331, 335
- threat, 120, 155, 157, 158, 201,
209, 298
- time, 6, 9, 11, 23, 27, 29, 30, 32, 33,
35, 37, 38, 40, 42, 44, 50,
58, 60, 65, 72, 79, 81, 82,
87, 89, 93, 96, 114, 126,
131–8, 140, 150, 158, 162,
165, 167, 169–71, 173,
174, 177, 190, 198, 203,
208, 216, 234, 242, 257,
258, 262, 267, 278, 284,
293, 296, 296, 298, 300,
301, 305, 311, 315, 327,
331–3, 337, 339, 344–7
- time prosperity, 131, 315
- time scarcity, 132, 174
- time-to-market, 29, 58
- tool(s), 7, 55–138, 305, 312
- top-down communication, 8, 94,
154–8, 167, 173, 174, 182,
187, 193, 203, 205, 214,
220, 224, 233, 235,
238–40, 274, 332, 316, 330

transcripts corpus, 301, 303–6,
310, 313
transnational corporation(s), 7, 9,
28, 45–7, 53, 83, 85, 87,
89, 91, 102, 104, 168, 314,
317, 342

U

urgency, 8, 134, 143, 149, 173–8,
204, 209, 234–5, 237, 240,
269, 270, 273s, 276, 311,
322, 330, 342, 347, 347
urgent, 169, 174, 178, 180, 197,
204, 207, 208, 212, 235

V

vertical communication, 60, 70,
83, 136, 142, 175, 181,
187, 198, 208, 220, 224,
224, 227, 229, 230, 274,
323

W

workplace, 5, 6, 12, 24, 26, 27,
30, 35, 45, 52, 53, 58,
60, 130, 144, 150, 162,
201, 315
workplace communication, 144
workplace discourse, 6, 201