

Read the article in its entirety, then answer those questions

[Linguistics](#), [English](#)



“ Expression of Dissent in Email: Qualitative Insights into Uses and Meanings of Organizational Dissent”

Hastings and Payne article, “ Expression of Dissent in Email: Qualitative Insights into Uses and Meanings of Organizational Dissent” provides an understanding of implications of dissent expressions used by employees through email (Hastings and Payne). It is interesting to note that many employees weigh their expressions in terms of organization’s response to tolerate dissenters while they display unfavorable behaviors as mentioned by the author (Hastings and Payne 311). In this regard, the author further states that that it depends on how good relationships of good relationship employees have with their supervisors and if organizational culture is conducive, open and there is fairness (Hastings and Payne 311). However, while expressing dissent some individuals state that email should never be used as a means to express dissent while some say that email is an appropriate way if the information contains facts and figures and contains no emotional tirade (Hastings and Payne 318).

These statements in the article are well quoted as they can be related to an incident that occurred in the previous workplace. A coworker responding to a supervisor used her venting out through email. As email is a medium where one cannot retrieve back the information and can be well recorded it had a negative impact on her work profile. In a similar incident, when another worker used telephone as a means of dissent he was still able to handle the controversy as he apologized and there was no record of the incident.

Hasting and Payne concludes by saying that email can be used as a constructive means of inviting dissent and discussions where emotions are

kept aside and there is articulation of dissents focused on improving the organization (Hastings and Payne 327). If there is a chance to work in Human Resource Department, this aspect can be applied in the professional life as well because employee engagement and feedback can help organizations reduce conflicts and increase job satisfaction amongst employees.

Innovation, Corporate Strategy, and Culture Context: What is the Mission for International Business Communication?

Communication is very important to carry on the business effectively.

Business Communication is very important as it the need of every organization to communicate with others to expand the course of their business. National Culture influences business communication as distinguishes the people of culture from other (Ulijn, OHair and Weggeman 300). The article explains the way how people change their views and ways of communication to deal with people belonging to different cultures. It is well known that English is an international language; almost all the countries of the world whose first language is not English try to communicate in English so that they can communicate in a much proper way. The difference arises in the writing style of people whose first language is not English. The interesting point in this article is the differentiation in communication between people belonging to similar culture. Through a study it was found that the Japanese and Koreans have different style of communicating instead of having similar culture. American and Korean workers had more similarities than Korean and Japanese workers (Ulijn, OHair and Weggeman 300).

In order to be successful, a firm must adopt the culture of that nation. The company, which adopts the culture of the region where it tends to carry its

business, is accepted by the people of that region which is the key to success of that business. This can be related by one's personal experience also as every individual needs to know about the culture of the country before carrying out any business. Market must be studied well before introducing products in that market this is why knowledge about culture is essential (Ulijn, O'Hair and Weggeman 301).

Both the articles are very thought-provoking but the article about Innovation, Corporate Strategy, and Culture Context: What is the mission for International Business Communication is more helpful as it teaches about the ways to carry out a business successfully and also explains about the importance of the culture.

Works Cited

Hastings, Sally O. and Holly J. Payne. "Expressions of Dissent in Email: Qualitative Insights Into Uses and Meanings of Organizational Dissent." *Journal of Business Communication* 50. 3 (2013): 309-331. Print.

Ulijn, Jan, et al. "Innovation, Corporate Strategy, and Culture Context: What is the mission for International Business Communication?" *Journal of Business Communication* 37. 3 (2000): 293-316. Print.