

NPTEL IIT Kharagpur: Phase II: International Business Communication

The following list includes the reference material that has been used in this course, and the readings that the Course Instructor suggests the students may go through for additional inputs. The latter set of readings is incorporated into this list in red text. Even though every attempt has been made to meticulously incorporate all the material that was borrowed from other sources, the Course Instructor welcomes suggestions for improvement, modification, and inclusion of additional material.

Since this course was specifically developed for teaching, most of the material has been quoted verbatim from the authors, and the references have been provided wherever this has been done. Quotation marks have not been used on the slides to avoid clutter, but the Course Instructor requests that it may be assumed that the text on the slides refers to the original words of the authors that have been quoted, unless otherwise specified.

The Course Instructor may be contacted at amalik@iitkgp.ac.in.

References

Adams, S. (1996). *The Dilbert Principle*. NY: Harper Business.

Adler, R.B., Rosenfeld, L.B. & Proctor, R.F., II (2004). *Interplay: The Process of Interpersonal Communication (9th Ed.)*. NY: Oxford University Press.

Alexander, E.R. III. The reduction of cognitive conflict: Effects of various types of communication. *The Journal of Conflict Resolution* 23(1). 120-138.

Ali, A.J. & Camp, R.C. (1996). Global managers. Qualities for effective competition. *International Journal of Manpower* 17(6/7). 5-18.

Allcorn, S. (1996). Understanding groups at work. In R.S. Cathcart, L.A. Samovar and L.D. Henman (Eds.). *Small Group Communication: Theory & Practice (7th Ed.)*. Dubuque, IA: Brown & Benchmark. 61-72.

Andersen, P. (1994). Explaining intercultural differences in nonverbal communication. In L.A. Samovar & R.E. Porter (Eds.). *Intercultural Communication: A Reader (7th Ed.)*. Belmont, CA; Wadsworth Inc. 229-240.

Anderson, R. & Ross, V. (2002). *Questions of Communication: A Practical Introduction to Theory (3rd Ed.)*. Boston, MA: Bedford/St. Martins.

Andrews, P.H. (1996). Group conformity. In R.S. Cathcart, L.A. Samovar and L.D. Henman (Eds.). *Small Group Communication: Theory & Practice (7th Ed.)*. Dubuque, IA: Brown & Benchmark. 184-192.

Angell, P.A. (2007). *Business Communication Design: Creativity, Strategies, and Solutions (2nd Ed.)*. NY: McGraw Hill/Irwin.

Argyle, M. (1996). Five kinds of small social groups. In R.S. Cathcart, L.A. Samovar and L.D. Henman (Eds.). *Small Group Communication: Theory & Practice (7th Ed.)*. Dubuque, IA: Brown & Benchmark. 25-32.

Arruda, W. (2009). Brand communication: The three Cs. *Thunderbird International Business Review* 51(5). 409-416.

Babcock, R.D. & Du-Babcock, B. (2001). Language-based communication zones in international business communication. *The Journal of Business Communication*, 38(4). 372-412.

Backlund, P. M. (1977). *Speech communication correlates of perceived competence*. Unpublished Doctoral Dissertation submitted to the University of Denver, Denver, CO, USA.

Baker, C. (2005). Back to the table. *Airline Business* 21(10). 36-38.

Bakhtin, M. M. (1993). *Toward a philosophy of the act*. (V. Liapunov, Trans. and V. Liapunov and M. Holquist, Eds.) Austin, TX: University of Texas Press (Original work published 1919-1920).

Banks, S.P. & Banks, A. (1991). Translation as problematic discourse in organizations. *Journal of Applied Communication Research* 19(4). 223-241.

- Banks, S.P. & Banks, A. (1994). Translation as problematic discourse in organizations. In L.A. Samovar & R.E. Porter (Eds.). *Intercultural Communication: A Reader (7th Ed.)*. Belmont, CA; Wadsworth Inc. 201-212.
- Barlund, D. C. (1994). Communication in a global village. In L.A. Samovar & R.E. Porter (Eds.). *Intercultural Communication: A Reader (7th Ed.)*. Belmont, CA; Wadsworth Inc. 26-35.
- Barna, L.M. (1994). Stumbling blocks in intercultural communication. In L.A. Samovar & R.E. Porter (Eds.). *Intercultural Communication: A Reader (7th Ed.)*. Belmont, CA; Wadsworth Inc. 337-346.
- Barrett, H. Maintaining the self in communication. In J. Stewart (Ed.). *Bridges Not Walls: A Book About Interpersonal Communication (8th Ed.)*. NY: McGraw Hill. 95-108.
- Bartos, O.J. (1967). How predictable are negotiations?. *The Journal of Conflict Resolution*, 11(4). 481-496.
- Bartos, O.J. (1977). Simple model of negotiation: A sociological point of view. *The Journal of Communication*, 21(4). 565-579.
- Baruch, Y. Steel, D.J. & Quantrill, G.A. (2002). Management of expatriation and repatriation for novice global player. *International Journal of Manpower*. 23(7). 659-671.
- Baruch, Y., & Altman, Y. (2002). Expatriation and repatriation in MNCs: A taxonomy. *Human Resource Management*, 41(2). 239-259.
- Baxter, G.J., Connolly, T.M. & Stansfield, M.H. (2010). Organizational blogs: Benefits and challenges of implementation. *The Learning Organization* 17(6). 515-528.
- Bennett, J.M. (2009). Cultivating intercultural competence: A process perspective. In D. K. Deardoff (Ed.). *The Sage Handbook of Intercultural Competence*. Thousand Oaks, CA: Sage. 121-140.
- Billings, R.S. & Millburn, T.W. & Schaalman, M. L. (1980). A model of crisis perception: A theoretical and empirical analysis. *Administrative Science Quarterly*, 25(2). 300-316.
- Blake, G. (2001). The art of writing. *Canadian Underwriter*, 68(11). 34-34, 36.

Bland, M. (1995). Training managers to handle a crisis. *Industrial and Commercial Training*, 27(2). 28-31.

Boiarsky, C. (1995). The relationship between cultural and rhetorical conventions: Engaging in international communication. *Technical Communication Quarterly*, 4(3). 245-259.

Brams, S.J. & Doherty, A. E. (1993). Intransigence in negotiations: The dynamics of disagreement. *The Journal of Conflict Resolution*, 37(4). 692-708.

Buerkel-Rothfuss, N. (1985). *Communication: Competencies and Contexts*. NY: Random House.

Buller, M.K. & Buller, D.B. (1987). Physicians communication style and patient satisfaction. *Journal of Health and Social Behavior*, 28(4). 375-388.

Burgoon, J.K., Floyd, K. & Guerrero, L.K. (2010). Nonverbal communication theories of interaction adaptation. In C.E. Berger, M.E. Roloff, & D.R. Roskos-Ewoldsen (Eds.). *The Handbook of Communication Science (2nd Ed.)*. Thousand Oaks, CA: Sage. 93-110.

Burgoon, J.K., Guerrero, L.K., & Manusov, V. (2011). Nonverbal signals. In M.L. Knapp & J.A. Daly, *The Sage Handbook of Interpersonal Communication (4th Ed.)*. Thousand Oaks, CA: Sage. 239-282.

Burke, K. (1993). What are the signs of what?: A theory of 'entitlement'. *Anthropological Linguistics*, 35(1/4). 476-497.

Burleson, B.R. (2010). The nature of interpersonal communication: A message-centered approach. In C.E. Berger, M.E. Roloff, & D.R. Roskos-Ewoldsen (Eds.). *The Handbook of Communication Science (2nd Ed.)*. Thousand Oaks, CA: Sage. 145-164.

Butler, C.K. (2007). Prospect theory and coercive bargaining. *The Journal of Conflict Resolution*, 51(2). 227-250.

Cameron, A.F. & Webster, J. (2004). Unintended consequences of emerging communication technologies: Instant messaging in the workplace. *Computers in Human Behavior*, 21(1). 85-103.

Canary, D.J., Cody, M.J. & Manusov, V.L. (2000). *Interpersonal Communication: A Goals-Based Approach (2nd Ed.)*. Boston, MA: Bedford/St. Martins.

Canary, D.J., Cody, M.J. and Manusov, V.L. (2002). Functions of nonverbal behavior. In J. Stewart (Ed.). *Bridges Not Walls: A Book About Interpersonal Communication (8th Ed.)*. NY: McGraw Hill. 157-166.

Cann, A., Zapata, C.L., & Davis, H. B. (2009). Positive and negative styles of humor in communication: Evidence for the importance of considering both styles. *Communication Quarterly*, 57(4). 452-468.

Carbaugh, D. (1994). Toward a perspective on cultural communication and intercultural contact. In L.A. Samovar & R.E. Porter (Eds.). *Intercultural Communication: A Reader (7th Ed.)*. Belmont, CA; Wadsworth Inc. 45-59.

Cassady, M. & Wasson, I. (1994). Written communication skills of international business persons. *Bulletin for the Association of Business Communication*, 57(4). 36-40.

Cathcart, R.S., Samovar, L.A. & Henman, L.D. (1996). Group climate. In R.S. Cathcart, L.A. Samovar and L.D. Henman (Eds.). *Small Group Communication: Theory & Practice (7th Ed.)*. Dubuque, IA: Brown & Benchmark. 46.

Cathcart, R.S., Samovar, L.A. & Henman, L.D. (1996). Individuals in groups. In R.S. Cathcart, L.A. Samovar and L.D. Henman (Eds.). *Small Group Communication: Theory & Practice (7th Ed.)*. Dubuque, IA: Brown & Benchmark. 45.

Cathcart, R.S., Samovar, L.A. & Henman, L.D. (1996). Leadership theories. In R.S. Cathcart, L.A. Samovar and L.D. Henman (Eds.). *Small Group Communication: Theory & Practice (7th Ed.)*. Dubuque, IA: Brown & Benchmark. 366.

Cathcart, R.S., Samovar, L.A. & Henman, L.D. (1996). Power in groups. In R.S. Cathcart, L.A. Samovar and L.D. Henman (Eds.). *Small Group Communication: Theory & Practice (7th Ed.)*. Dubuque, IA: Brown & Benchmark. 364.

Cathcart, R.S., Samovar, L.A. & Henman, L.D. (1996). Styles of leadership. In R.S. Cathcart, L.A. Samovar and L.D. Henman (Eds.). *Small Group Communication: Theory & Practice (7th Ed.)*. Dubuque, IA: Brown & Benchmark. 365.

- Cathcart, R.S., Samovar, L.A. & Henman, L.D. (1996). The group's purpose. In R.S. Cathcart, L.A. Samovar and L.D. Henman (Eds.). *Small Group Communication: Theory & Practice (7th Ed.)*. Dubuque, IA: Brown & Benchmark. 47.
- Charles, M. & Marschan-Piekkari, R. (2002). Language training for enhanced horizontal communication: A challenge for MNCs. *Business Communication Quarterly*, 65(2). 9-29.
- Charles, M. (2007). Language matters in global communication. *Journal of Business Communication*, 44(3). 260-282.
- Chatterjee, K. & Lilien, G.L. (1984). Efficiency of alternative bargaining procedures: An experimental study. *The Journal of Conflict Resolution*, 28(2). 270-295.
- Chemers, M.M. (1996). The social, organizational, and cultural context of effective leadership. Comparing group communication across cultures: Leadership, conformity, and discussion processes. In R.S. Cathcart, L.A. Samovar and L.D. Henman (Eds.). *Small Group Communication: Theory & Practice (7th Ed.)*. Dubuque, IA: Brown & Benchmark. 369-385.
- Chin, T.S. (March 14, 2010). Blunders in Business English. *thestar online*. Retrieved 28 June, 2012, from <http://thestar.com.my/education/story.asp?file=/2010/3/14/education/5731495&sec=education>
- Cho, S. & Hoh, J. (2010). Content analysis of corporate blogs as a relationship management tool. *Corporate Communications: An International Journal*. 15(1). 30-48.
- Cissna, K.N. & Sieburg, E. (2002). Patterns of interactional confirmation and disconfirmation. In J. Stewart (Ed.). *Bridges Not Walls: A Book About Interpersonal Communication (8th Ed.)*. NY: McGraw Hill. 431-441.
- Collier, M. J. (1994). Cultural identity and intercultural communication. In L.A. Samovar & R.E. Porter (Eds.). *Intercultural Communication: A Reader (7th Ed.)*. Belmont, CA; Wadsworth Inc. 36 – 44.
- Comer, J. (September/October 2011). The evolution of planner-client communication styles. *Practice Management Solutions*. 20-21.
- Conger, J.A. (May, 2000). Winning them over. *Executive Excellence*. 13.

Connor, U.M., Davis, K.W., Rycker, T.D., Phillips, E.M. & Verckens, J.P. (1997). An international course in international business writing: Belgium, Finland, the United States. *Business Communication Quarterly*, 60(4). 63-74.

Coombs W.T. & Holladay, S.J. (2007). The negative communication dynamic: Exploring the impact of stakeholder affect on behavioral intentions. *Journal of Communication Management*, 11(4). 300-312.

Coombs, W.T., Frandsen, F., Holladay, S.J. & Johansen (2010). Why a concern for apologia and crisis communication? *Corporate Communications: An International Journal* 15(4). 337-349.

Corey, G. & Schneider-Corey, M. (2002). In J. Stewart (Ed.). *Bridges Not Walls: A Book About Interpersonal Communication* (8th Ed.). NY: McGraw Hill. 84-94.

Cox, J.L., Martinez, E.R. & Quinlan, K.B. (2008). Blogs and the corporation: Managing the risk, reaping the benefits. *Journal of Business Strategy*. 29(3). 4-12.

Daly, J.A. (2011). Personality and interpersonal communication. In M.L. Knapp & J.A. Daly, *The Sage Handbook of Interpersonal Communication* (4th Ed.). Thousand Oaks, CA: Sage. 131-168.

Dance, F. E. X. (1970). The 'concept' of communication. *The Journal of Communication*, 20, 201-210.

Dance, F. E. X. (1997). Context & culture: Speech. In James L. Owen (Ed.) *Context and communication behavior*. Reno, Nevada: Context Press.

Dance, F. E. X., & Larson, C. E. (1972). *Speech communication : Concepts and behavior*. NY : Holt, Rinehart & Winston Inc.

Danford, D. (1996). Letters: The "personal touch" in client communication. *Trusts & Estates*, 135(10). 37.

Davis, D. & Chapman, C. (2007). Reentry shock & social support networks: Initial longitudinal results from a study of Japanese student sojourners. *National Communication Association Conference Papers*. 1-29.

De George, R.T. (1994). International business ethics. *Business Ethics Quarterly*, 4(1). 1-9.

de Vries, H.P. (July-August, 1969). The language barrier. *Transnational Legal Trends*. 79-80.

DePaulo, B.M. and Bell, K.L. (1990). Rapport is not so soft anymore. *Psychological Inquiry*, 1(4). 305-308.

deVries, R. (2006). A lexical study of communication adjectives: The dimensionality of communication styles. Paper submitted to the annual *International Communication Association* conference, New York, May 26-30, 2005. 1-25.

Diesing, P. (1961). Bargaining strategy and union-management relationships. *The Journal of Conflict Resolution*, 5(1). 369-378.

Dillard, J.P. & Knobloch, L.K. (2011). Interpersonal influence. In M.L. Knapp & J.A. Daly, *The Sage Handbook of Interpersonal Communication (4th Ed.)*. Thousand Oaks, CA: Sage. 389-422.

Dillard, J.P. (2010). Persuasion. In C.E. Berger, M.E. Roloff, & D.R. Roskos-Ewoldsen (Eds.). *The Handbook of Communication Science (2nd Ed.)*. Thousand Oaks, CA: Sage. 203-218.

Dolan, J.P. (2006). How to prepare for any negotiation session. *Dispute Resolution Journal*, 61(2). 64-66.

Dominick, C. (August 8, 2006). Suppliers' secrets for negotiating with purchasing. *FREE Purchasing Resource # 106*.

Drnevich, P. (2/26/2004). The role of cultural distance in international negotiations. *A working paper submitted to Krannert Graduate School of Management, Purdue University*. 1-10.

Druckman, D. (1971). The influence of the situation in interparty conflict. *The Journal of Conflict Resolution*, 15(4). 523-554.

Du-Babcock, B. & Babcock, R.D. (1996). Patterns of expatriate-local personnel communication in multinational corporations. *The Journal of Business Communication*, 33(2). 141-164.

Du-Babcock, B. & Babcock, R.D. (2007). Genre patterns in language-based communication zones. *Journal of Business Communication*, 44(4). 340-373.

Du-Babcock, B. (2007). Language-based communication zones and professional genre competence in business and organizational communication: A cross-cultural approach. *Journal of Asian Pacific Communication* 17(1). 149-171.

Dulek, R.E., Fielden, J.S. & Hill, J.S. (January-February, 1991). International Communication: An executive primer. *Business Horizons*. 20-25.

Elfatry, A. & Layzell, P. (2004). Negotiating in service-orientation environments. *Communications of the ACM*, 47(8). 103-108.

Ellis, D.G. Intergroup conflict. In C.E. Berger, M.E. Roloff, & D.R. Roskos-Ewoldsen (Eds.). *The Handbook of Communication Science* (2nd Ed.). Thousand Oaks, CA: Sage. 291-308.

Erbert, L.A. (1996). Conflict management: Styles, strategies, and tactics. In R.S. Cathcart, L.A. Samovar and L.D. Henman (Eds.). *Small Group Communication: Theory & Practice* (7th Ed.). Dubuque, IA: Brown & Benchmark. 211-222.

Ewing, D.W. (1974). The protean communicator. *Management Review*. 63(9). 13-23.

Eyres, P.S. (2003). Every word counts – Business communications can come back to haunt you. *Supply House Times*, 46(10), 80-81.

Eyring, P. (2006, July). Broadening global awareness. *Training + Development*. 69-71.

Farace, R.V., Monge, P.R. & Russell, H.M. (1977). *Communicating and Organizing*. Reading, MA: Addison-Wesley.

Farber, D. C. (August 1, 1987). Common – sense negotiation: How to win gracefully. *ABA Journal*. 92-96.

Farh, C.I.C., Bartol, K.M., Shapiro, Shin, J. (2010). Networking abroad: A process model of how expatriates form support ties to facilitate adjustment. *Academy of Management Review*, 35(3). 434-454.

Faustenhammer, A. & Gossler, M. (2011). Preparing for the next crisis: What can organizations do to prepare managers for an uncertain future? *Business Strategy Series*, 12(2). 51-55.

Fazzi, C. (2005). Fair is fair ... in negotiation and in life. *Dispute Resolution Journal*, 60(2). 89-90.

Feldman, D.C. & Tompson, H.B. (1993). Entry shock, culture shock: Socializing the new breed of global managers. *Human Resource Management*, 31(4). 345-362.

Ferguson, E.S. (Spring, 1978). The mind's eye: Nonverbal thought in technology. *Leonardo*, 11(2). 131-139.

Ferris, F.D. (2001). The things negotiators do with money. *Negotiation Journal*, 17(1). 47-58.

Fielden, J. (1989). Clear writing is not enough. *Management Review*, 78(4), 49-52.

Fielden, J. (1964). "What do you mean I can't write?". *Harvard Business Review*, 42(3). 144-156.

Fielden, J. S. (1982). What do you mean you don't like my style? *Harvard Business Review*, 60(3), 128-138.

Firoz, N.M. & Ramin, T. (2004). Understanding cultural variables is critical to success. *International Journal of Management*. 21(3). 307-323.

Folb, E.A. (1994). Who's got room at the top? Issues of dominance and nondominance in intracultural communication. In L.A. Samovar & R.E. Porter (Eds.). *Intercultural Communication: A Reader (7th Ed.)*. Belmont, CA; Wadsworth Inc. 131-139.

Folger, J.P., Poole, M.S., Stutman, R.K. (2002). Conflict and interaction. In J. Stewart (Ed.). *Bridges Not Walls: A Book About Interpersonal Communication (8th Ed.)*. NY: McGraw Hill. 451-463.

Friedman, P-A, Dyke, L.S. & Murphy, S.A. (2009). Expatriate adjustment from the inside out: An autoethnographic account. *International Journal of Human Resource Management*, 20(2). 252-268.

Friedman, V.J. & Antal, A.B. (2005). Negotiating reality: A theory of action approach to intercultural competence. *Management Learning*, 36(1). 69-84.

Fuller, N. (2004). Smooth talk. *Supply Management*, 9(5). 33.

Galín, A., Gross, M. & Gosal, G. (2004). E-negotiation versus face-to-face negotiation what has changed – if anything?. *Computers in Human Behavior*, 23(1). 787-797.

Galvin, K.M. & Cooper, P.J. (2000). *Making connections: Readings in relational communication* (2nd Ed.). LA, CA: Roxbury Publishing Company.

Gamble, T.K. & Gamble, M. (2002). *Communication Works* (7th Ed.). NY: McGraw Hill/Irwin.

Gibb, J.R. (2002). Defensive communication. In J. Stewart (Ed.). *Bridges Not Walls: A Book About Interpersonal Communication* (8th Ed.). NY: McGraw Hill. 442-448.

Global sourcing: Collaboration trumps negotiations. *Purchasing* (August 17, 2006). 58-59.

Godiwalla, Y.H. (2012). Training and development of the international US executive. *Journal of Modern Accounting and Auditing*, 8(1). 32-39.

Goodall, K., Li, N. & Warner, M. (Winter 2006/2007). Expatriate managers in China: The influence of Chinese culture on cross-cultural management. *Journal of General Management*, 32(2). 57-76.

Gorman, G.E. (2009). Professional community networks: Has f2f gone the way of Morse code?. *Online Information Review*, 33(1). 5-6.

Grimaud, M. (1979). Psychology, language, esthetics ... computers. *SubStance*, 8(4). 111-117.

Gudykunst, W.B. (1998). *Bridging differences: Effective intergroup communication* (3rd Ed.). New Delhi: Sage Publications.

Hacker, D. (2000). *A Pocket Style Manual* (3rd Ed.). Boston, MA: Bedford/St. Martins.

Hall, E. T. (1994). Context and meaning. In L.A. Samovar & R.E. Porter (Eds.). *Intercultural Communication: A Reader* (7th Ed.). Belmont, CA; Wadsworth Inc. 61-70.

Halpern, J.J. (1994). The effect of friendship on personal business transactions. *The Journal of Conflict Resolution*, 38(4). 647-664.

Hanh, T. N. (2002). The communication panacea. In J. Stewart (Ed.). *Bridges Not Walls: A Book About Interpersonal Communication (8th Ed.)*. NY: McGraw Hill. 50-51.

Hanke, S. (May, 2009). Communication styles: What is your impact on others? *Professional Safety*. 22-25.

Hanson, K. (2006). Should the boss be blogging? *Strategic Communication Management*, 10(2). 6.

Hartman, J.L. & McCambridge, J. (2011). Optimizing millennials' communication styles. *Business Communication Quarterly*, 74(1). 22-44.

Harvey, M., Ralston, D. & Napier, N. (2000). International relocation of inpatriate managers: Assessing and facilitating acceptance in the headquarters organization. *International Journal of Intercultural Relations*, 24(6). 825-846.

Harzing, A-W, Christensen, C. (2004). Expatriate failure: Time to abandon the concept?. *Career Development International*, 9(7). 616-626.

Heidegger, M. (1977). *The question concerning technology and other essays*. Translated by William Lovitt. NY & London: Garland Publishing Inc.

Hildebrandt, H.W. (1975). Cultural communication problems of foreign business personnel in the United States. *Journal of Business Communication*, 13(1). 13-24.

Hiltrop, J.M. & Rubin, J.Z. (1981). Position loss and image loss in bargaining. *The Journal of Conflict Resolution*, 25(3). 521-534.

Hocking, J.B., Brown, M. & Harzing, A-W. (2007). Balancing global and local strategic contexts, expatriate knowledge transfer, applications, and learning within a transnational organization. *Human Resource Management*, 46(4). 513-533.

Hoijer, H. (1994). The Sapir-Whorf hypothesis. In L.A. Samovar & R.E. Porter (Eds.). *Intercultural Communication: A Reader (7th Ed.)*. Belmont, CA; Wadsworth Inc. 194-200.

Howard, C.G. (1974). The returning overseas executive: Cultural shock in reverse. *Human Resource Management*, 13(2). 22-26.

- Hurn, B.J. (1999). Repatriation-the toughest assignment of all. *Industrial and Commercial Training* 31(6). 224-228.
- Hyder, A.S. & Lovblad, M. (2007). The repatriation process – a realistic approach. *Career Development International* 12(3). 264-281.
- Jackson, M.H. (1996). The meaning of “communication technology”: The technology-context scheme. *Communication Yearbook*. 229-267.
- Jacobs, G. (2006). Communication for commitment in remote technical workforces. *Journal of Communication Management*, 10(4). 353-370.
- Jefferson, T.L. (2006). Using the internet to communicate during a crisis. *VINE: The Journal of Information and Knowledge Management Systems*, 36(2). 139-142.
- Jenkins, A.M. & Johnson, R.D. (1977). What the information analyst should know about body language. *MIS Quarterly*, 1(3). 33-47.
- Jenner, S.R. (1982). Analyzing cultural stereotypes in multinational business: United States and Australia. *Journal of Management Studies*, 19(3). 307-325.
- Jin, Y., Pang, A. & Cameron, G.T. (2010). The role of emotions in crisis responses: Inaugural test of the Integrated Crisis Mapping (ICM) model. *Corporate Communications: An International Journal*, 15(4). 428-452.
- Johnson, D.W. (2002). Building relationships with diverse others. In J. Stewart (Ed.). *Bridges Not Walls: A Book About Interpersonal Communication* (8th Ed.). NY: McGraw Hill. 521-533.
- Johnson, L.K. (December, 2003). Exerting influence without authority. *Harvard Management Update*. 3-4.
- Kankaanranta, A. & Louhiala-Salminen (2007). Business communication in BELF. *Business Communication Quarterly*, 70(1). 55-59.
- Kankaanranta, A. (2006). “Hej Seppo, could you pls comment on this!” Internal email communication in lingua franca English in a multinational company. *Business Communication Quarterly*, 69(2). 216-225.

Kankaantanta, A. & Planken, B. (2010). BELF competence as of business knowledge of internationally operating business professionals. *Journal of Business Communication*, 47(4). 380-407.

Kelly, H.H. (1965). Experimental studies of threat in interpersonal negotiations. *The Journal of Conflict Resolution*, 9(1). 79-105.

Kenman, L.F. (2007). Tone and style: Developing a neglected segment of business communication. *Business Communication Quarterly*, 70(3). 305-309.

Keown-McMullan, C. (1997). Crisis: When does a molehill become a mountain? *Disaster Prevention and Management*, 6(1). 4-10.

Kilpatrick, R.H. (1984). International business communication practices. *Journal of Business Communication*, 21(4). 33-44.

Kim, Y.Y. (1994). Adapting to a new culture. In L.A. Samovar & R.E. Porter (Eds.). *Intercultural Communication: A Reader (7th Ed.)*. Belmont, CA; Wadsworth Inc. 392-405.

Kim, Y.Y. (2009). The identity factor in intercultural competence. In D. K. Deardoff (Ed.). *The Sage Handbook of Intercultural Competence*. Thousand Oaks, CA: Sage. 53-65.

Kim, Y.Y. (2010). Intercultural communication. In C.E. Berger, M.E. Roloff, & D.R. Roskos-Ewoldsen (Eds.). *The Handbook of Communication Science (2nd Ed.)*. Thousand Oaks, CA: Sage. 453-470.

Kim, Y-S. (2007). Communication experiences of Korean expatriates in the U.S.: A study of cross-cultural adaptation. *Human Communication*, 10(3). 213-230.

King, C.L. (2010). Beyond persuasion: The rhetoric of negotiation in business communication. *Journal of Business Communication*, 47(1). 69-78.

King, M. (1972). Silence, an element of style in Pavese. *MLN* 87(1) (The Italian Issue). 60-77.

Ko, H-C., & Yang, M-L. (2011). The effects of cross-cultural training on expatriate assignments. *Intercultural Communication Studies*, XX(1). 158-174.

Kovoor-Misra, S. (2009). Understanding perceived organizational identity during crisis and change: A threat/opportunity framework. *Journal of Organizational Change Management*, 22(5). 494-510.

Krampen, M. (1965). Signs and symbols in graphic communication. *Design Quarterly*, 62. 1-31.

Krone, K.J., Kramer, M.W. & Sias, P.M. (2010). Theoretical developments in organizational communication research. In C.E. Berger, M.E. Roloff, & D.R. Roskos-Ewoldsen (Eds.). *The Handbook of Communication Science (2nd Ed.)*. Thousand Oaks, CA: Sage. 165-182.

Kuhn, H.W. (1962). Game theory and models of negotiation. *The Journal of Conflict Resolution*, 6(1). 1-4.

Kuiper, A. English as the language of international business communication. *Business Communication Quarterly*, 70(1). 59-63.

Landy, R.J. & Borisoff, D.J. (1987). Reach for speech: Communication skills through sociodrama. *The English Journal*, 76(5). 68-71.

Lasswell, H.D. & Arens, R. (1967). The role of sanction in conflict resolution. *The Journal of Conflict Resolution*, 11(1). 27-39.

Lawrence, R. (March 12, 2004). The art of negotiation – A process that makes everyone a winner! Powerpoint presentation prepared for *IDX Western Region User Group*, by *Hayes Management Consulting, Inc.*

Lax, D.A. & Sebenius, J.K. (1991). Negotiating through an agent. *The Journal of Conflict Resolution*, 35(3). 474-493.

Lax, D.A. & Sebenius, J.K. (2003). 3-D Negotiation: Playing the whole game. *Harvard Business Review*, 81(11). 1-12.

Lee, E-J & Sundar, S.S. (2010). Human-computer interaction. In C.E. Berger, M.E. Roloff, & D.R. Roskos-Ewoldsen (Eds.). *The Handbook of Communication Science (2nd Ed.)*. Thousand Oaks, CA: Sage. 507-524.

Lee, H-W. (2007). Factors that influence expatriate failure: An interview study. *International Journal of Management*, 24(3). 403-413.

Lee, M.S. (2007). Try black belt negotiating. *Security*, 44(9). 132.

Lee, S. (2003). Beyond cultural boundary: An empirical study of the third culture theory. Paper presented in annual meeting of *International Communication Association*, San Diego, CA. 1-25.

Lehtonen, M. (2011). Communicating competence through Pechakucha presentations. *Journal of Business Communication*, 48(4). 464-481.

Lewicki, R.J. (May, 2007). Walk the line: Ethical dilemmas in negotiation. *Negotiation*. 4-6.

Lewis, P.V. (1980). *Organizational Communication (2nd Ed.)*. Columbus, Ohio: Grid.

Lieberman, D.A. (1994). Ethnocognitivism, problem solving, and hemisphericity. In L.A. Samovar & R.E. Porter (Eds.). *Intercultural Communication: A Reader (7th Ed.)*. Belmont, CA; Wadsworth Inc. 178-193.

Lind, M.R. (2011). An exploration of communication channel usage by gender. *Work Study*, 50(6). 234-40.

Lindsfold, S., McElwain, D.C. & Wayner, M. (1977). Cooperation and the use of coercion by groups and individuals. *The Journal of Conflict Resolution*, 21(3). 531-550.

Linehan, M. & Scullion, H. (2002). Repatriation of female executives: Empirical evidence from Europe. *Women in Management Review* 17(2). 80-88.

Littlejohn, S.W. (2002). *Theories of Human Communication*. Belmont, CA: Wadsworth/Thomson.

Low, Y. S-Y., Varughese, J. & Pang, A. (2011). Communicating crisis: How culture influences image repair in Western and Asian governments. 218-242.

Lulofs, R. S. (1991). *Persuasion: Contexts, People and Messages*. Scottsdale: Gorsuch Scarsbrick, Publishers.

- Lustig, M.W. & Cassotta, L.L. (1996). Comparing group communication across cultures: Leadership, conformity, and discussion processes. In R.S. Cathcart, L.A. Samovar and L.D. Henman (Eds.). *Small Group Communication: Theory & Practice (7th Ed.)*. Dubuque, IA: Brown & Benchmark. 316-326.
- MacDonald, S. & Arthur, N. (2005). Connecting career management to repatriation adjustment. *Career Development International* 10(2). 145-158.
- Mackenzie, M.L. (2010). Manager communication and workplace trust: Understanding manager and employee perceptions in the e-world. *International Journal of Information Management*, 30(6). 529-541.
- Maddux, W.W., Mullen, E. & Galinsky, A.D. (2008). Chameleons bake bigger pies and take bigger pieces: Strategic behavioral mimicry facilitates negotiation outcomes. *Journal of Experimental Social Psychology*, 44(2). 461-468.
- Madrid, A. (1994). Diversity and its discontents. In L.A. Samovar & R.E. Porter (Eds.). *Intercultural Communication: A Reader (7th Ed.)*. Belmont, CA; Wadsworth Inc. 127-130.
- Magnusson, P., Wilson, R.T., Zhou, J.X. & Westjohn, S.A. (2008). Breaking through the cultural clutter: A comparative assessment of multiple cultural and institutional frameworks. *International Marketing Review* 25(2). 183-201.
- Makela, K. & Brewster, C. (2009). Interunit interaction contexts, interpersonal social capital, and the differing levels of knowledge sharing. *Human Resource Management*, 48(4). 591-613.
- Makela, K. (2007). Knowledge sharing through expatriate relationships: A social capital perspective. *International Studies of Management & Organization*, 37(3). 108-125.
- Malhotra, D. (May, 2004). Smart alternatives to lying in negotiation. *Negotiation*. 3-5.
- Malik, A. (2007). *Relationship Between Media Screen Usage and Communicative Competence of 4 to 6-year-old Children*. Unpublished doctoral dissertation. Proquest Dissertations and Theses Publication Number UMI 3267997.

Mano, R.S. (2010). Past organizational change and managerial evaluations of crisis: A case of double-loop learning effects in non-profit organizations. *Journal of Workplace Learning*, 22(8). 489-507.

Markel, N. (1990). Speaking style as an expression of solidarity: Words per pause. *Language in Society*, 19(1). 81-88.

Marken, G.A. (2005). To blog or not to blog. That is the question? *Public Relations Quarterly*, 50(3). 31.

Marken, G.A. (2006). Blogging ... Look, think before you leap or push the boos. *Public Relations Quarterly* 51(2). 37.

Marshall, E. M. (June, 1995). The collaborative workplace. *Management Review*. 13 – 17.

Martin, J.N. & Nakayama, T.K. (2000). *Intercultural Communication in Contexts (2nd Ed.)*. Mountain View, CA: Mayfield.

Martin, J.N. & Nakayama, T.K. (2005). *Experiencing Intercultural Communication: An Introduction (2nd Ed.)*. NY: McGraw Hill.

Maslow, A. H. (1954). *Motivation and personality*. NY: Harper.

Matsubara, N. (1989). Conflict and limits of power. *The Journal of Conflict Resolution*, 33(1). 113-141.

Mazzei, A. & Ravazzani, S. (2011). Manager-employee communication during a crisis: The missing link. *Corporate Communications: An International Journal*, 16(3). 243-254.

McCallister, L. (1983). Predicted employee compliance to downward communication styles. *Journal of Business Communication*, 20(1). 67-79.

McDonald, Joanna & Crawford, I. (2011). Inter-organizational post-crisis communication: Restoring stakeholder confidence in the UK oil industry safety regime following two helicopter incidents. *Corporate Communications: An International Journal*, 17(2). 173-186.

McGlone, M.S. & Giles, H. (2011). Language and interpersonal communication. In M.L. Knapp & J.A. Daly, *The Sage Handbook of Interpersonal Communication (4th Ed.)*. Thousand Oaks, CA: Sage. 201-238.

McKay, M., Davis, M. & Fanning, P. (2002). Listening. In J. Stewart (Ed.). *Bridges Not Walls: A Book About Interpersonal Communication (8th Ed.)*. NY: McGraw Hill. 197-207.

McKersie, R.B., Perry, C.R. & Walton R.E. (1965). Intraorganizational bargaining in labor organizations. *The Journal of Conflict Resolution*, 9(4). 463-481.

Mead, G. H. (1922). A Behavioristic account of the significant symbol. *The Journal of Philosophy*, 19(6), 157-163.

Mei, J.S.A., Bansal, N. & Pang, A. (2010). New media: A new medium in escalating crises? *Corporate Communications: An International Journal*, 15(2). 143-155.

Menkel-Meadow, C. (2007). Know when to show your hand. *Negotiation*, 10(6). 1-4.

Meyer, B. (2009). Design and code reviews in the age of the internet. *Communications of the ACM*, 51(9). 67-71.

Micciche, T. (Spring, 2009). Preparation and data management are key for a successful expatriate program. *Employment Relations Today*. 35-39.

Milne, J. L. (1991). The 'write stuff'. *Canadian Manager*, 16(2), 5.

Milne, J.L. (1991). Tips to conduct a successful teleconference. *Canadian Manager*, 16(3). 7.

Mintz, A. (2004). How do leaders make decisions? A poliheuristic perspective. *The Journal of Conflict Resolution*, 48(1). 3-13.

Modaff, D.P. & DeWine, S. (2002). *Organizational Communication: Foundations, Challenges and Misunderstandings*. Los Angeles, CA: Roxbury.

Molinsky, A.L., Davenport, T.H., Iyer, B. & Davidson, C. (2012). Code switching between cultures. *Harvard Business Review*, 90(1/2). 140-143.

Monberg, J. (2005). Trajectories of computer-mediated communication research. *Southern Communication Journal*, 70(3). 181-186.

Moore, D. (June, 2007). Are you an overconfident negotiator? *Negotiation*. 7-9.

Moore, K.A., Weinberg, B.D., Berger, P.D. (2012). The mitigating effects of acculturation on consumer behavior. *International Journal of Business and Social Science*, 3(9). 9-13.

Moran, R.T., Youngdahl, W.E. & Moran, S.V. (2009). Leading global projects: Bridging the cultural and functional divide. In D. K. Deardoff (Ed.). *The Sage Handbook of Intercultural Competence*. Thousand Oaks, CA: Sage. 287-303.

Mounter, P. (2003). Global internal communication: A model. *Journal of Communication Management*, 7(3). 265-268.

Myer, R.A., Conte, C. & Peterson, S.E. (2007). Human impact issues for crisis management in organizations. *Disaster prevention and Management*, 16(5). 761-770.

Myers, K.K., Seibold, D. R. & Park, H.S. (2011). Interpersonal communication in the workplace. In M.L. Knapp & J.A. Daly, *The Sage Handbook of Interpersonal Communication (4th Ed.)*. Thousand Oaks, CA: Sage. 527-562.

Myers, M. M. (1982). The manager's memo as a strategic tool. *Management Review*, 71(6), 13, 19-23.

Neeley, T. (2012). Global business speaks English: Why you need a language strategy now. *Harvard Business Review*, 90(5). 117-124.

Negotiation. (September, 2007). Are you *really* ready to negotiate?. 1-2, 4.

North, R.C., Koch, H.E., Jr. & Zinnes, D.A. (1960). The integrative function of conflict. *The Journal of Conflict Resolution*, 4(3). 355-374.

O'Callaghan, S. (2011). Leading after a crisis. *Human Resource Management International Digest*, 19(2). 3-4.

O'Donnell, H. (1985). Leadership effectiveness: Do sex and communication style make a difference?. *The English Journal*, 74(3). 65-67.

O'Rourke, J. S IV and Singh, A. (2006). *Management communication: A case-analysis approach*. New Delhi: Pearson Education.

O'Sullivan, S.L. (2002). The protean approach to managing repatriation transitions. *International Journal of Manpower* 23(7). 597-616.

Odrakiewicz, P. (2010). Business English as a managerial communication bridge in tourism and service industry. *Global Partnership Management Journal*, 1(1-2). 73-83.

Oerkmutter, D.D. & McDaniel, M. (2005). The ascent of blogging. *Nieman Reports* 59(3). 60-64.

Oetzel, J.G. & Ting-Toomey, S. (2011). Intercultural perspectives on interpersonal communication. In M.L. Knapp & J.A. Daly, *The Sage Handbook of Interpersonal Communication* (4th Ed.). Thousand Oaks, CA: Sage. 563-596.

Olekalns, M. & Weingart, L.R. (2008). Emergent negotiations: Stability and shifts in negotiation dynamics. *Negotiation and Conflict Management Research*, 1(2). 135-160.

Page, D. & Mukherjee, A. (May/June, 2007). Promoting critical-thinking skills by using negotiation exercises. *Journal of Education for Business*. 251-257.

- Paik, Y. Segaud, B. & Malinowski, C. (2002). How to improve repatriation management: Are motivations and expectations congruent between the company and expatriates?. *International Journal of Manpower* 23(7). 635-648.
- Pang, A., Cropp, F. & Cameron, G.T. (2006). Corporate crisis planning: Tensions, issues and contradictions. *Journal of Communication Management*, 10(4). 371-389.
- Patchen, M. (1970). Models of cooperation and conflict. *The Journal of Conflict Resolution*, 14(3). 389-407.
- Pattie, M., White, M.M. & Tansky, J. (2010). The homecoming: A review of support practices for repatriates. *Career Development International*, 15(4). 359-377.
- Peters, L. (1998). The new interactive media: One-to-one, but who to whom? *Marketing Intelligence Planning*, 16(1). 22-30.
- Pollard, D. & Hotho, S. (2006). Crises, scenarios and the strategic management process. *Management Decision*, 44(6). 721-736.
- Poole, M.S. (1996). Group communication and the structuring processing. In R.S. Cathcart, L.A. Samovar and L.D. Henman (Eds.). *Small Group Communication: Theory & Practice (7th Ed.)*. Dubuque, IA: Brown & Benchmark. 85-95.
- Porter R. E. & Samovar, L. A. (1994). An introduction to intercultural communication. In L.A. Samovar & R.E. Porter (Eds.). *Intercultural Communication: A Reader (7th Ed.)*. Belmont, CA; Wadsworth Inc. 4-25.
- Porter, R.E. & Samovar, L.A. (1996). Communication in the multicultural group. In R.S. Cathcart, L.A. Samovar and L.D. Henman (Eds.). *Small Group Communication: Theory & Practice (7th Ed.)*. Dubuque, IA: Brown & Benchmark. 306-315.
- Power, D. (2010). Confessions of an active social networker: How to expand your personal brand, your professional network and your access to subject matter experts. *Information Management* 20(2). 40.

Pusch, M. D. (2009). The interculturally competent global leader. In D. K. Deardoff (Ed.). *The Sage Handbook of Intercultural Competence*. Thousand Oaks, CA: Sage. 66-84.

Putnam, L.L. (1996). Rethinking the nature of groups in organizations. In R.S. Cathcart, L.A. Samovar and L.D. Henman (Eds.). *Small Group Communication: Theory & Practice (7th Ed.)*. Dubuque, IA: Brown & Benchmark. 51-60.

Raciti, M.M. & Dagger, T.S. (2010). Embedding relationship cues in written communication. *Journal of Services Marketing*, 24(2). 203-111.

Rahwan, I., McBurney, P. & Sonenberg, L. (2003). Towards a theory of negotiation strategy (A preliminary report). In S. Parsons, & P. Gmytrasiewicz (Eds.), *Proceedings of the 5th Workshop on Game Theoretic and Decision Theoretic Agents (GTDT-2003)*. 73-80.

Randolph, L. (1966). A suggested model of international negotiation. *The Journal of Conflict Resolution*, 10(3). 344-353.

Rehling, L. (2004). Improving teamwork through awareness of communication styles. *Business Communication Quarterly*, 67(4). 475-482.

Reiche, S.B. (2011). Knowledge transfer in multinationals: The role of inpatriates' boundary spanning. *Human Boundary Spanning*, 50(3). 365-389.

Richmond, V.P. & McCroskey, J.C. (2002). Communication and nonverbal behavior. In J. Stewart (Ed.). *Bridges Not Walls: A Book About Interpersonal Communication (8th Ed.)*. NY: McGraw Hill. 149-156.

Richmond, V.P. & McCroskey, J.C. (2002). Immediacy and communication. In J. Stewart (Ed.). *Bridges Not Walls: A Book About Interpersonal Communication (8th Ed.)*. NY: McGraw Hill. 262-275.

Riusala, K. & Smale, A. (2007). Predicting stickiness factors in the international transfer of knowledge through expatriates. *International Studies of Management and Organization*, 37(3). 16-43.

Roach, J.L. (2006). *Factors affecting written business communication creation and productivity perceptions*. Doctoral Dissertation submitted to Southern Illinois University, Carbondale, USA.

Roloff, M.E. & Chiles, B.W. (2011). Interpersonal conflict: Recent trends. In M.L. Knapp & J.A. Daly, *The Sage Handbook of Interpersonal Communication (4th Ed.)*. Thousand Oaks, CA: Sage. 423-442.

Roloff, M.E. & Li, S. (2010). Bargaining and negotiation. In C.E. Berger, M.E. Roloff, & D.R. Roskos-Ewoldsen (Eds.). *The Handbook of Communication Science (2nd Ed.)*. Thousand Oaks, CA: Sage. 309-326.

Romero, E.J. & Cruthirds, K.W. (2006). The use of humor in the workplace. *Academy of Management Perspectives*, 20(2). 58-69.

Ronan, K.R., Paton, D., Johnston, D.M. & Houghton, B.F. (2000). Managing societal uncertainty in volcanic hazards: A multidisciplinary approach. *Disaster Prevention & Management*, 9(5). 339-348.

Rose, R.C., Ramalu, S.S., Uli, J. & Kumar, N. (2010). Expatriate performance in international assignments: The role of cultural intelligence as dynamic intercultural competency.

Rosenberg, D. (2002). The “presence” of video. *Journal of Organizational Change Management*, 15(1). 81-92.

Rucker, M.L. & Gendrin, D.M. (2007). Self-construal, interpersonal communication satisfaction, and communication style: Engendering differences. *Human Communication*, 10(4). 437-450.

Sallis, P. & Kassabova, D. (2003). Computer-mediated communication: Experiments with e-mail readability. *Information Science*, 123(1). 43-53.

Samovar, L.A., Henman, L.D. & King, S. (1996). Small group processes. In R.S. Cathcart, L.A. Samovar and L.D. Henman (Eds.). *Small Group Communication: Theory & Practice (7th Ed.)*. Dubuque, IA: Brown & Benchmark. 7-11.

Sapienza, I., Hichy, Z., Guarnera, M. & Di Nuovo, S. (2010). Effects of basic human values on host community acculturation orientations. *International Journal of Psychology*, 45(4). 311-319.

- Satir, V. (2002). Paying attention to words. In J. Stewart (Ed.). *Bridges Not Walls: A Book About Interpersonal Communication (8th Ed.)*. NY: McGraw Hill. 143-148.
- Schultz, B. (2005). Blogs: Getting started. *Business Communication Quarterly*, 68(1). 67-73.
- Schwartz, S.H. (1999). A theory of cultural values and some implications for work. *Applied Psychology: An International Review* 48(1). 23-47.
- Scott, C.R. & Rains, S.A. (2005). Anonymous communication in organizations: Assessing use and appropriateness. *Management Communication Quarterly*, 19(2). 157-197.
- Seeger, M.W., Ulmer, R.R., Novak, J.M. & Sellnow, T. (2005). Post-crisis discourse and organizational change, failure and renewal. *Journal of Organizational Change Management*, 18(1). 78-95.
- Seibold, D.R., Meyers, R.A. & Shoham, M.D. (2010). Social influence in groups and organizations. In C.E. Berger, M.E. Roloff, & D.R. Roskos-Ewoldsen (Eds.). *The Handbook of Communication Science (2nd Ed.)*. Thousand Oaks, CA: Sage. 237-254.
- Seiler, W.J. & Beall, M.L. (2005). *Communication: Making Connections (6th Ed.)*. Boston, MA: Pearson.
- Sicola, L. (2005). 'Communicative lingerings': Exploring awareness of L2 influence on L1 in American expatriates after re-entry. *Language Awareness*, 14(2&3). 153-169.
- Sillars, A.L. (2010). Interpersonal conflict. In C.E. Berger, M.E. Roloff, & D.R. Roskos-Ewoldsen (Eds.). *The Handbook of Communication Science (2nd Ed.)*. Thousand Oaks, CA: Sage. 273-290.
- Sims, R.H. & Schrader, M. (2004). An examination of salient factors affecting expatriate culture shock. *Journal of Business and Management* 10(1). 73-87.
- Smallman, C. & Weir, D. (1999). Communication and cultural distortion during crises. *Disaster Prevention and Management*, 8(1). 33-41.
- Smeltzer, L.R. & Werbel, J.D. (1986). Gender differences in managerial communication: Fact or folk-linguistics? *The Journal of Business Communication*, 23(2). 41-50.

Smith, D.C. (2008). Pulling the plug on culture shock: A seven step plan for managing travel anxiety. *The Journal of Global Business Issues*, 2(1). 41-46.

Smith, P.J. (2011). Enhancing flexible business training through computer-mediated communication. *Industrial and Commercial Training*, 33(4). 120-125.

Smudde, P.M. (2005). Blogging, ethics and public relations: A proactive and dialogic approach. *Public Relations Quarterly*. 50(3). 34.

Sokuwitz, S. (2002). Global business communication: The design and delivery of MBA instruction. *Business Communication Quarterly*, 65(1). 56-69.

Soliz, J. & Giles, H. (2010). Language and communication. In C.E. Berger, M.E. Roloff, & D.R. Roskos-Ewoldsen (Eds.). *The Handbook of Communication Science (2nd Ed.)*. Thousand Oaks, CA: Sage. 75-92.

Solomon, D.H. & Vangelisti, A. L. (2010). Establishing and maintaining relationships. In C.E. Berger, M.E. Roloff, & D.R. Roskos-Ewoldsen (Eds.). *The Handbook of Communication Science (2nd Ed.)*. Thousand Oaks, CA: Sage. 327-344.

Spitzberg, B. H. (1994). A model of intercultural communication competence. In L.A. Samovar & R.E. Porter (Eds.). *Intercultural Communication: A Reader (7th Ed.)*. Belmont, CA; Wadsworth Inc. 347-359.

Spitzberg, B.H. & Changnon, G. (2009). Conceptualizing intercultural competence. In D. K. Deardoff (Ed.). *The Sage Handbook of Intercultural Competence*. Thousand Oaks, CA: Sage. 2-52.

Spitzberg, B.H. & Cupach, W.R. (2011). Interpersonal skills. In M.L. Knapp & J.A. Daly, *The Sage Handbook of Interpersonal Communication (4th Ed.)*. Thousand Oaks, CA: Sage. 481-526.

Squires, G. (2001). Management as a professional discipline. *Journal of Management Studies*, 38(4). 473-487.

Stein, B.L., Hand, J.D. & Totten, H.L. (1986). Understanding preferred cognitive styles – A tool for facilitating better communication. *Journal of Education for Library and Information Science*, 27(1). 38-49.

Stewart, B.J., Gregersen, H.B. & Mendenhall, M.E. (1992). Toward a theoretical framework of repatriation adjustment. *Journal of International Business Studies* 23(4). 737-760.

Stewart, J. & Logan, C. (2002). Constructing selves. In J. Stewart (Ed.). *Bridges Not Walls: A Book About Interpersonal Communication (8th Ed.)*. NY: McGraw Hill. 59-74.

Stewart, J. & Logan, C. (2002). Empathic and dialogic listening. In J. Stewart (Ed.). *Bridges Not Walls: A Book About Interpersonal Communication (8th Ed.)*. NY: McGraw Hill. 208-229.

Stewart, J. & Logan, C. (2002). Verbal and nonverbal dimensions of talk. In J. Stewart (Ed.). *Bridges Not Walls: A Book About Interpersonal Communication (8th Ed.)*. NY: McGraw Hill. 117-142.

Stewart, J. (2002). Communicating and interpersonal communicating. In J. Stewart (Ed.). *Bridges Not Walls: A Book About Interpersonal Communication (8th Ed.)*. NY: McGraw Hill. 16-45.

Strategic Direction. (2008). Managing knowledge to control a crisis. Volume 24(5). 28-30.

Strudler, A. (1995). On the ethics of deception in negotiation. *Business Ethics Quarterly*, 5(4). 805-822.

Sue, D.W. (1994). A model of cultural diversity training. In L.A. Samovar & R.E. Porter (Eds.). *Intercultural Communication: A Reader (7th Ed.)*. Belmont, CA; Wadsworth Inc. 382-391.

Sullivan, C.D. (1966). Communication. *The Journal of Conflict Resolution*, 10(3). 383-385.

Takeuchi, R., Marinova, S.V., Lepak, D.P. & Liu, W. (2005). A model of expatriate withdrawal-related outcomes: Decision making from a dualistic adjustment perspective. *Human Resource Management Review* 15(2). 119-138.

Takeuchi, R., Shay, J.P. & Li, H. (2008). When does decision autonomy increase expatriate managers' adjustment? An empirical test. *Academy of Management Review*, 51(1). 45-60.

- Tebeaux, E. (1999). Designing written business communication along the shifting cultural continuum. *Journal of Business and Technical Communication*, 13(1). 49-85.
- Tenbrunsel, A.E. & Diekmann, K.A. (July, 2007). When you're tempted to deceive. *Negotiation*. 9-11.
- Thiessen & Ingenhoff, D. (2011). Safeguarding reputation through strategic, integrated and situational crisis communication management: Development of the integrative model of crisis communication. *Corporate Communications: An International Journal*, 16(1). 8-26.
- Tickle-Degnen, L. & Rosenthal, R. (1990). The nature of rapport and its nonverbal correlates. *Psychological Inquiry*, 1(4). 285-293.
- Ting-Toomey, S. (1994). Managing intercultural conflicts effectively. In L.A. Samovar & R.E. Porter (Eds.). *Intercultural Communication: A Reader (7th Ed.)*. Belmont, CA; Wadsworth Inc. 360-372.
- Ting-Toomey, S. (2009). Intercultural conflict competence as a facet of intercultural competence development: Multiple conceptual approaches. In D. K. Deardoff (Ed.). *The Sage Handbook of Intercultural Competence*. Thousand Oaks, CA: Sage. 100-120.
- Reversing reverse culture shock. *Training*. (January, 2002). 42.
- Trautlein, A.M. (1996). The rock, egg, and chicken: Metaphorical perspectives on the concept of a group. In R.S. Cathcart, L.A. Samovar and L.D. Henman (Eds.). *Small Group Communication: Theory & Practice (7th Ed.)*. Dubuque, IA: Brown & Benchmark. 33-39.
- Trenholm, S. Jensen, A. (2002). Interpretive competence: How do we perceive individuals, relationships, and social events. In J. Stewart (Ed.). *Bridges Not Walls: A Book About Interpersonal Communication (8th Ed.)*. NY: McGraw Hill. 170-183.
- Ugbah, S. D. & Dewine, S. (1989). New communication technologies: The impact on intra-organizational dynamics. *Information & Management*, 17. 181-186.

Usunier, J-C., Roulin, N. (2010). The influence of high- and low-context communication styles on the design, content, and language of business-to-business web sites. *Journal of Business Communication*, 47(2). 189-227.

Valente, A. & Luzi, D. (2000). Different contexts in electronic communication: Some remarks on the communicability of scientific knowledge. *Journal of Documentation*, 56(3). 299-311.

Valentini, C. & Romenti, S. (2011). Blogging about crises: The role of online conversations in framing Alitalia's performance during its crisis. *Journal of Communication Management*, 15(4). 298-313.

Van Horn, R. (1994). Thinking in other categories: Places for technology. *The Phi Delta Kappan*, 76(2). 174-175.

Vangelisti, A.L. (2002). Messages that hurt. In J. Stewart (Ed.). *Bridges Not Walls: A Book About Interpersonal Communication* (8th Ed.). NY: McGraw Hill. 403-414.

Varner, I.J. (2000). The theoretical foundation for intercultural business communication: A conceptual model. *The Journal of Business Communication*, 37(1). 39-57.

Victor, D.A. (1994). Advancing research in international business communication. *Bulletin for the Association of Business Communication*, 57(4). 41-42.

Vogl-Bauer, S.M. (1996). Examining stress in small groups. In R.S. Cathcart, L.A. Samovar and L.D. Henman (Eds.). *Small Group Communication: Theory & Practice* (7th Ed.). Dubuque, IA: Brown & Benchmark. 193-199.

Wagner, R.H. (1979). On the unification of two-person bargaining theory. *The Journal of Conflict Resolution*, 23(1). 71-101.

Wall, J.A. (1977). Intergroup bargaining: Effects of opposing constituent stances, opposing representative's bargaining, and representative's locus of control. *The Journal of Conflict Resolution*, 21(3). 459-474.

Walther, J.B. (2010). Computer-mediated communication. In C.E. Berger, M.E. Roloff, & D.R. Roskos-Ewoldsen (Eds.). *The Handbook of Communication Science (2nd Ed.)*. Thousand Oaks, CA: Sage. 489-506.

Walther, J.B. (2011). Theories of computer mediated communication and interpersonal relations. In M.L. Knapp & J.A. Daly, *The Sage Handbook of Interpersonal Communication (4th Ed.)*. Thousand Oaks, CA: Sage. 443-480.

Wertz, E.K. & Kim, S. (2010). Cultural issues in crisis communication: A comparative study of messages chosen by South Korean and US print media. *Journal of Communication Management, 14*(1). 81-94.

White, C. (2009). Examining a crisis communication void: The role of context to mitigate issues. *Journal of Communication Management, 13*(2). 176-190.

White, E. (November 28, 2006). Culture shock: Learning customs of a new office. *Wall Street Journal*. B6.

Williams, K.C. & Spiro, R.L. (1985). Communication style in the salesperson-customer dyad. *Journal of Marketing Research, 22*(4). 434-442.

Wilson, S.R. (2010). Seeking and resisting compliance. In C.E. Berger, M.E. Roloff, & D.R. Roskos-Ewoldsen (Eds.). *The Handbook of Communication Science (2nd Ed.)*. Thousand Oaks, CA: Sage. 219-236.

Wood, B.S. (1981). *Children and communication: Verbal and non-verbal language and development (2nd Ed.)*. Englewood Cliffs, NJ: Prentice Hall Inc.

Wood, J.A. (2006). Nonverbal communications and signals of trustworthiness. *The Journal of Personal Selling and Sales Management, 26*(2). 197-204.

Wood, J.T. (1994). Gender, communication and culture. In L.A. Samovar & R.E. Porter (Eds.). *Intercultural Communication: A Reader (7th Ed.)*. Belmont, CA; Wadsworth Inc. 155-164.

Wood, J.T. (2002). It's only skin deep: Stereotyping and totalizing others. In J. Stewart (Ed.). *Bridges Not Walls: A Book About Interpersonal Communication* (8th Ed.). NY: McGraw Hill. 184-190.

Wood, J.T., Phillips, G.M., & Pedersen, D.J. (1996). Understanding the group as a system. In R.S. Cathcart, L.A. Samovar and L.D. Henman (Eds.). *Small Group Communication: Theory & Practice* (7th Ed.). Dubuque, IA: Brown & Benchmark. 12-24.

Yu, W. & Wang, S. (2011). An investigation into the acculturation strategies of Chinese students in Germany. *Intercultural Communication Studies*, XX(2). 190-210.

Zerman, D. (1995). Crisis communication: Managing the mass media. *Information Management & Computer Security*, 3(5). 25-28.