



Newsletter, January 2018

In this newsletter, you will find news, announcements, upcoming conferences, and a summary of the articles found in this month's issue.

IJBC News

Welcome New Editors!



Jackie Mayfield and Milton Mayfield take over the position of editors-in-chief of the *International Journal of Business Communication* on January 1, 2018. Jackie has served as an associate editor for three years and she and Milton edited a special issue on leadership communication in January 2017. Milton also has served on the review board delivering excellent, comprehensive reviews for the past several years. Both Jackie and Milton are professors of Management in the Division of International Business and Technology Studies at Texas A & M International University's A. R. Sanchez, JR. School of Business.

Outgoing editor Robyn Walker will now serve as an associate editor for the journal.

Congratulations and Goodbye to AE Sandra French!



Associate Editor Sandra French is stepping down as she has been appointed as an Honors Faculty Fellow at Radford University. Sandra is an Associate Professor in the Department of Communication at Radford University and has served as an associate editor for *IJBC* for eight years.

Announcements

Seeking Special Issue Proposals

IJBC is seeking proposals for special issues on topics relevant to business communication. Past issues have focused on a language or linguistic approach to business communication, the use of discourse in Asian business communication contexts, strategic communication, social collaboration, and leadership communication. Please contact Jackie or Milton Mayfield at jmayfield@tamiu.edu for information and instructions on writing a proposal. Proposals must be approved by the Publications Board of the Association for Business Communication.

Seeking Research Collaborators

The Virtual Business Professional project (VBP) has opened an application period for the Spring 2018 VBP project round (February 26- April 9, 2018).

VBP is a virtual consulting project co-sponsored by IBM and the Department of Business Communication at the Marshall School of Business at USC. It is open to upper level undergraduate and graduate students enrolled in a business communication course. Students from across the globe work in virtual teams and collaborate on a consulting project that examines, analyzes, and makes recommendations how to align and enhance company's online social media presence using corporate reputation management framework.

This six-week assignment gives students a real-world experience using communication and collaboration and hold virtual meetings, co-author and collaboratively revise documents, use project management tools, and write a formal report. Fall 2017 VBP project included **538 students (91 teams)** from 7 universities and 2 different countries. In Spring 2017, **415 students, 75 teams** from 9 institutions and 5 countries, and 12 client companies participated.

To learn more about the project, please go to <https://www.marshall.usc.edu/faculty/buco/virtual-business-professional-project>.

To apply for the Spring 2018 VBP project (February 26- April 9, 2018), please e-mail **Professor Jolanta Aritz** at aritz@marshall.usc.edu.

Participating faculty interested in research are gathering both quantitative and qualitative research to learn more about how they use technology in teams, intercultural communication, and leadership. Please e-mail Prof. Aritz if you are interested in research collaboration opportunities.

Upcoming Conferences

The **2018 ABC Southwestern United States/Federation of Business Disciplines** will be held March 7-10, 2018 in Albuquerque, New Mexico. For more information, please visit <http://www.businesscommunication.org/page/2018-southwestern-conference>

The **2018 ABC Midwestern/Southeastern U.S. Regional Conference** has been scheduled for April 12-14, 2018 in Cincinnati, Ohio. The deadline for submission is January 17, 2018. Submissions should be sent to Conference Chair Kathryn Rybka. More information can be found at <http://www.businesscommunication.org/page/2018-mw-se-conference>

The ABC Regional Conference, Europe, Africa, and Middle East is scheduled for July 11-13, 2018 at the University of Alcalá, Spain. The theme of the conference is “the ethics of/in business communication.” The deadline for receipt of abstracts is February 11, 2018. More information can be found at <http://www.businesscommunication.org/page/2018-spain>

The 83rd Annual International ABC Conference will be held at the Miami Marriott Biscayne Bay in Miami, Florida on October 24-27, 2018. The theme for the conference is “Celebrating Diversity and Culture in Business Communication.” Submissions open on January 8, 2018 and final proposals are due April 30, 2018. More information is at <http://www.businesscommunication.org/page/2018-annual>

IJBC Notes

IJBC's current average time from submission to first decision is 40 days. Its average time from submission to final decision is 63 days.

2014 Web of Science® Estimated Impact Factor is 0.706

2015 Ranking: 2015 SJR (SCImago Journal Rank) Score: 0.312 | 87/269 Economics, Econometrics and Finance (miscellaneous) | 110/285 Business, Management and Accounting (miscellaneous) (Scopus®)

Featured Articles from January 2018

Using Dialectics to Build Leader-stakeholder Relationships: An Exploratory Study on Relational Dialectics in Chinese Corporate Leaders' Web-based Messages

Cindy Sing Bik Ngai and Rita Sing



In large Chinese corporations operating in the Greater China region, there is an increasing use of web-based bilingual messages by corporate leaders for fostering relationships with stakeholders. Although frequently presented as literal translations of each other, leaders' bilingual communication sometimes tends to exhibit nonliteral variations. This study aims to examine the relational dialectics theory in the construction of leader-stakeholder relationships in leaders' bilingual web-based messages and explores the dialectical oppositions that are embedded in the Chinese and



English versions of these messages. The results suggest that leaders' communication is characterized by the deliberate use of different dialectics that allow them to tailor their communication to the perceived needs of stakeholders from diverse linguistic and cultural backgrounds. In particular, the Chinese version of the message is adapted to exude greater connection, openness, affection, and predictability in content as well as style, which is believed to strengthen relationships with stakeholders.

Differences in Information Seeking among Organizational Peers: Perceptions of Appropriateness, Importance, and Frequency

Scott Myers, Gregory Cranmer, Zachary Goldman, Michael Sollitto, Hailey Gillen, and Hannah Ball

The purpose of this study is to explore the differences that may exist among employees when they are seeking different types of information (i.e., technical, referent, social, appraisal, normative, organizational, and political) from their peers in the workplace. Specifically, this study examined whether employees differed in the perceived appropriateness, importance, and frequency of seeking information from information, collegial, and special peers. Participants were 229 working adults who completed one of three versions (reporting on an information peer, a collegial peer, or a special peer) of a survey packet containing a series of measures. Results indicate that employees generally report that they seek information from special peers rather than from collegial peers or information peers.



Communication and Teleworking: A Study of Communication Channel Satisfaction, Personality, and Job Satisfaction for Teleworking Employees

Stephanie Smith, Alyssa Patmos, and Margaret Pitt

U.S. teleworkers ($N = 384$) completed an online survey and self-reported on dimensions of communication channel satisfaction, job satisfaction, and personality. Results indicated that extraversion, openness, agreeableness, and conscientiousness are positively correlated with job satisfaction. Additionally, significant moderating effects were found for the relationship between openness and phone and video communication, and agreeableness and phone communication on job satisfaction. Findings from this study yield important practical implications for organizations including suggestions for optimizing communication satisfaction for employees of differing personality types and recommendations to help organizations effectively hire and retain teleworkers.



Questions as Interactional Resource in Team Decision Making

Kristin Halvorsen



This study explores how professionals in an operational planning meeting in the petroleum industry employ questions as an interactional resource in team decision making. The empirical site is characterized by considerable uncertainty and frequent change as it is tightly bound to the sharp end of high-risk industrial production. A weekly meeting for optimizing well service plans was observed and recorded on nine occasions. The data were analyzed within the framework of Activity Analysis, emphasizing the relevance of the activity type for the analysis and interpretation of interactional features, in this case, questions. Structural and interactional mapping of the meeting data provide an interpretive frame in which the role of questions in decision-making trajectories can be understood in light of the activity-specific context. Analysis shows that questions are characterized by being brief and unelaborated, topically implicit, and fact-oriented, which is seen to be an efficient format in a setting that requires frequent adjustments of the commitments made in response to changes in the operational situation. While questions can function collaboratively by opening up the conversational space and seeking the expertise of others, they are also seen to function strategically, driving the decision-making trajectory in specific directions by setting the agenda and constraining subsequent interaction. The study contributes to the investigation of team decision making and professional reasoning in a setting rarely studied from a discourse analytic viewpoint.

The Discursive Construction of Race as a Professional Identity Category in Two Texas Chambers of Commerce

Natasha Shrikant



This study employs membership categorization analysis to illustrate multiple ways that race is constituted as professional identity in two chambers of commerce in a large Texas city. One of the chambers—the Asian American City Chamber of Commerce (AACC)—is explicitly defined in terms of race, while the second—the North City Chamber of Commerce (NCC)—is defined by a particular geographic area locally associated with being White. Analysis of naturally occurring talk in each organization illustrates how members of the AACC overtly discuss racial categories as professional categories. Members of the NCC avoid explicitly talking about race but do implicitly construct a White professional identity. Thus, racial identity and professional identity are constructed as

inseparable identity categories in each chamber. Overall, interactions in the AACC and NCC tend to reproduce differences between “minority businesses” and “normal businesses”—understood to be White, but in which White race is invisible—thus contributing to a Texas business community in which Whiteness reigns as the dominant, invisible professional identity category.

Upcoming Articles in April 2018

SPECIAL ISSUE on Financial Communication

Editors Rudi Palmieri, Daniel Perrin, and Marlies Whitehouse

Volume 1

Introduction to Volume 1

Rudi Palmieri, Daniel Perrin, and Marlies Whitehouse

The Role of Prior Knowledge, Language Skill, and Text Presentation in Finding Information in Financial Documents

Louise Nell, Leo Lentz, and Henk Pander Maat

Disclosing Principles of Disclosure – Rhetorical Moves of Constructing Transparency in Finnish Disclosure Policy

Merja Koskela

Climate Change but No Change: Discursive Grooming and Maneuvers in the Corporate Representations of Climate Change

Sylvia Jaworska

Put It Simple or Be Vague? Communication Strategies during the 2008 Financial Crisis in Sweden

Catrin Johansson

JPMorgan Chase, Bank of America, Wells Fargo, and the Financial Crisis of 2008

Lauren Berkshire Hearit

IJBC Editorial Board

Each newsletter profiles a selection of board members for our readers.



Mark Zachry is a professor in the Department of Human Centered Design & Engineering at the University of Washington in Seattle. He earned his Ph.D from Iowa State University. His professional interests include technical communication, human-computer interaction, social computing, communicative practices of organizations, and sociotechnical systems. He has served as editor of *Technical Communication Quarterly* and published numerous research articles.



Jensen Zhao is professor and chairperson of the Department of Information Systems and Operations Management at Ball State University in Muncie, IN. He received his doctorate from the College of Business at Northern Illinois University. Zhao teaches undergraduate and graduate courses in business communication and information systems. His research interests are in business communication, e-commerce, e-government, social media, and Internet security. He has published research articles in numerous publications and serves on the editorial review boards of a number of refereed national and international research journals in business communication and information systems. He also offers consulting and training workshops to local and multinational corporations.



Donna Pawlowski is professor of English/Speech Communication at Bemidji State University in Bemidji, MN. She earned her Ph. in Communication Studies from the University of Nebraska-Lincoln. Prior to teaching at BSU, she taught at Creighton University in Omaha, Nebraska for 19 years. She teaches such courses as Public Speaking, Interpersonal Communication, and Gender Communication. Some of her publications include editing a special issue of the *Iowa Communication Journal*: *Communication and the Family* and writing book chapters (*Best Practices in Experiential and Service Learning in Communication*, *The Family Communication Sourcebook*), journal articles (*Business Communication Quarterly*, *Michigan Journal of Community Service Learning*, *Communication Teacher*), and book reviews.



Marilyn Dyrud is a professor in the Communication Department at Oregon Institute of Technology in Klamath Falls, OR, where she has been teaching since 1976. She regularly teaches courses in various aspects of oral and written communication (including technical and business writing, rhetoric, public speaking, and a number of specialized courses in technical communication). For the past decade, she has been teaching OIT's courses in professional and communication ethics. She is active in several professional organizations and as received the Distinguished Member Award from the Association for Business Communication. She has published more than 100 papers in peer-reviewed proceedings and journals, has given 125 presentations, and serves as a manuscript reviewer for six journals.

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IJBC is a publication of



Fostering Excellence in Business Communication

The Association for Business Communication (ABC) is an international, interdisciplinary organization committed to advancing business communication research, education, and practice.