## **CONTENTS**

List of Contributors		$v_{ii}$
Preface		xi
Ack	Acknowledgments	
	RT I	
Fo	undations of Workplace Communication	1
1	Focusing on Workplace Communication  Maarit Valo and Leena Mikkola	3
2	Workplace Relationships Leena Mikkola and Hanna Nykänen	15
3	Team Communication in the Workplace Mitra Raappana and Tessa Horila	28
4	Digital Communication Environments in the Workplace Anu Sivunen and Kaisa Laitinen	41
5	Workplace Communication in Institutional Settings Laura Asunta and Leena Mikkola	54
PAI	RT II	
Dynamics of Workplace Communication		67
6	Newcomers in the Workplace Sari Rajamäki and Leena Mikkola	69

## vi Contents

7	Meetings in the Workplace Tomi Laapotti and Eveliina Pennanen	83
8	Technology-Mediated Communication in the Workplace Marko Siitonen and Annaleena Aira	96
9	Diversity and Social Interaction at Work  Malgorzata Lahti	110
10	Leadership in the Workplace Leena Mikkola	123
11	Negative Relationships in the Workplace Sini Tuikka	136
12	Supportive Communication in the Workplace Leena Mikkola	149
	RT III veloping Workplace Communication	163
13	Communication Competence in the Workplace Tessa Horila	165
14	Developing Workplace Communication Leena Mikkola and Tarja Valkonen	179
15	Future Directions in Workplace Communication  Maarit Valo and Anu Sivunen	193
Index		207