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Nota di contenuto	Contents; Preface; 1 Introduction and Rationale; 2 Uncertainty Reduction Theory in Interpersonal Contexts; 3 Uncertainty in Group and Organizational Contexts; 4 A Theory of Managing Uncertainty: A New Model; 5 Cognitive and Behavioral Processes for Managing Uncertainty: A Qualitative Study of Car Salespeople; 6 The Influence of Competing Motives on Managing Uncertainty: Responses to Organizational Scenarios; 7 A Textual Analysis of Managing Uncertainty: A Reanalysis of the Lucille Burger Story; 8 Implications and Conclusions; References; Appendix; Author Index; Subject Index
Sommario/riassunto	In this book, Michael W. Kramer applies uncertainty reduction theory (URT)--a key theory in current communication scholarship--to the context of organizational communication. Examining URT and the range of research applicable to organizational settings, Kramer proposes a groundbreaking theory of managing uncertainty (TMU), which synthesizes prior research while also addressing its criticisms. Examples are provided to illustrate the principles of the TMU at both the individual and collective (group/organizational) levels of analysis. Original studies based on the theory show that it provides a