ORGANISATIONAL BEHAVIOUR AT WORK
EXERCISE

THREE JEERS FOR MANAGEMENT JARGON


CHAPTERS RELEVANT TO THIS EXERCISE: 2, 9, 10 & 13.

OVERVIEW

This article laments the significant rise of management jargon everywhere. Rather than simply being a more contemporary way to communicate, the terms and expressions used are not necessarily benign but highly political in nature and used to “hide truth or complicate meaning”. The author notes that ‘management speak’ is being used increasingly in universities as they contemplate and pursue ‘change’ in an attempt to secure funding and attract more students (or ‘customers’). He cites ‘best practice’, ‘moving forward’, ‘adopting best thinking’ and ‘work in progress’ as some of the most over used yet meaningless jargon used. Using personal experience the author tells of how his university department was eventually restructured and of the misleading and diffuse jargon that was used to communicate these changes to staff. He accuses users of such language as bullies.

QUESTIONS

1. What do you believe the use of excessive jargon says about the sender?

2. What are some golden rules of communication in the workplace?

3. Explain the political use of jargon.

FURTHER INFORMATION

