A new Method for Measuring and Solving dissatisfactory communication in Business Organizations

**The Problem**

In Business Companies various Roles and Experts work together.
Experts often clash, not because of technical or domain specific reasons, but: because of the way they communicate with each other, which may often end in a dispute.
Not every company is in the habit of conducting retrospectives.
In optimal circumstances, a retrospective should not even be necessary because many of these conflicts would not arise.

**Objectives**

Provide a practical tool that identifies solves conflicts & communication problems by way of prevention.


**Procedure Model**

**Design Method**

Identify roles, communication channels and types of conflict, which will be evaluated in targeted business organizations.

**Empirical Inquiry**

Pre-test based checklist configuration for efficiently collecting data by personnel.
conducting evaluation in practice.

Data Analysis

Analyze collected data and compare the results of investigated companies.

**Résumé**

Derive recommendations and construct the model for satisfied Communication.

**Data Analysis – SNA Report**

![SNA Graph]

**Future Work**

As databases expand it will be possible to make much more specific comparisons organizations of the same size, business branch, and communication structure or role distribution.
The biggest challenge is to make the data collecting efficient.
At the moment every dissatisfied communication event has to be reported manually by paper and pen.
Whenever possible, the analysis has to take advantage of automatic data collection, for example by analyzing log files, always guaranteeing the privacy of the employees.

**Prestige for the consultant and the project manager is at a high level in comparison to the other nodes.**

High Prestige indicates important nodes in a network, even if these nodes are no stars in the network.
The project manager in this example isn’t a network star, if only the value of his degree centrality is considered.
The project manager’s high prestige value indicates, that he nevertheless is important for the organization.

In the first case, the results can be interpreted as a performance of success: the communication between IT and other departments including marketing etc. has been mediated by introducing a special role.
It is not to be negatively interpreted, that contact makers are delivered to a dedicated person, which communicates between them: It shows a kind of organizational learning: the use of a mediator between different departments.
A direct communication was previously overloaded.

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