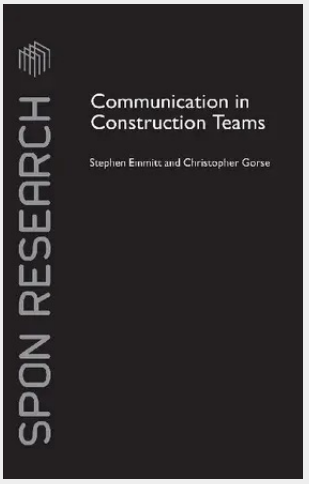
Emmitt / Gorse

Communication in Construction Teams



Construction teams are usually complex, interdisciplinary and temporary, and, as such, the need for effective communication is crucial. However, published data regarding the manner in which individuals interact within the temporary project team is scarce, with little other than anecdotal evidence available. Recognizing this gap, Communication in Construction Teams provides a comprehensive overview of the literature on interpersonal communication and delivers a critical review of various research methods previously used in and outside the construction management field. Making use of Bales' interaction process analysis (IPA), a tool used successfully in many fields to collect interaction data, the text investigates the link between successful projects and the effectiveness of communication, finding that participants in the construction process exhibit regular patterns of interaction and, most significantly, that there are different patterns of interaction associated with successful and unsuccessful projects. Putting forward a number of practical suggestions to assist all actors involved in construction projects, this insightful publication will be of interest to researchers in the fields of building design and construction management.

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272,80 €
272,80 € (zzgl. MwSt.)

Lieferfrist: bis zu 10 Tage

Artikelnummer: 9780415366199
Medium: Buch
ISBN: 978-0-415-36619-9
Verlag: Routledge
Erscheinungstermin: 17.08.2006
Sprache(n): Englisch
Auflage: Erscheinungsjahr 2006
Serie: Spon Research
Produktform: Gebunden
Gewicht: 649 g
Seiten: 320
Format (B x H): 161 x 240 mm