

Communication Analysis Tool (CAT): Understanding the impact of social dynamics at work

Florian Klonek, Georgia Hay, & Sharon Parker, *Centre for Transformative Work Design*



Project Aim:

Development of an app that measures social interactions at work (e.g. team work)

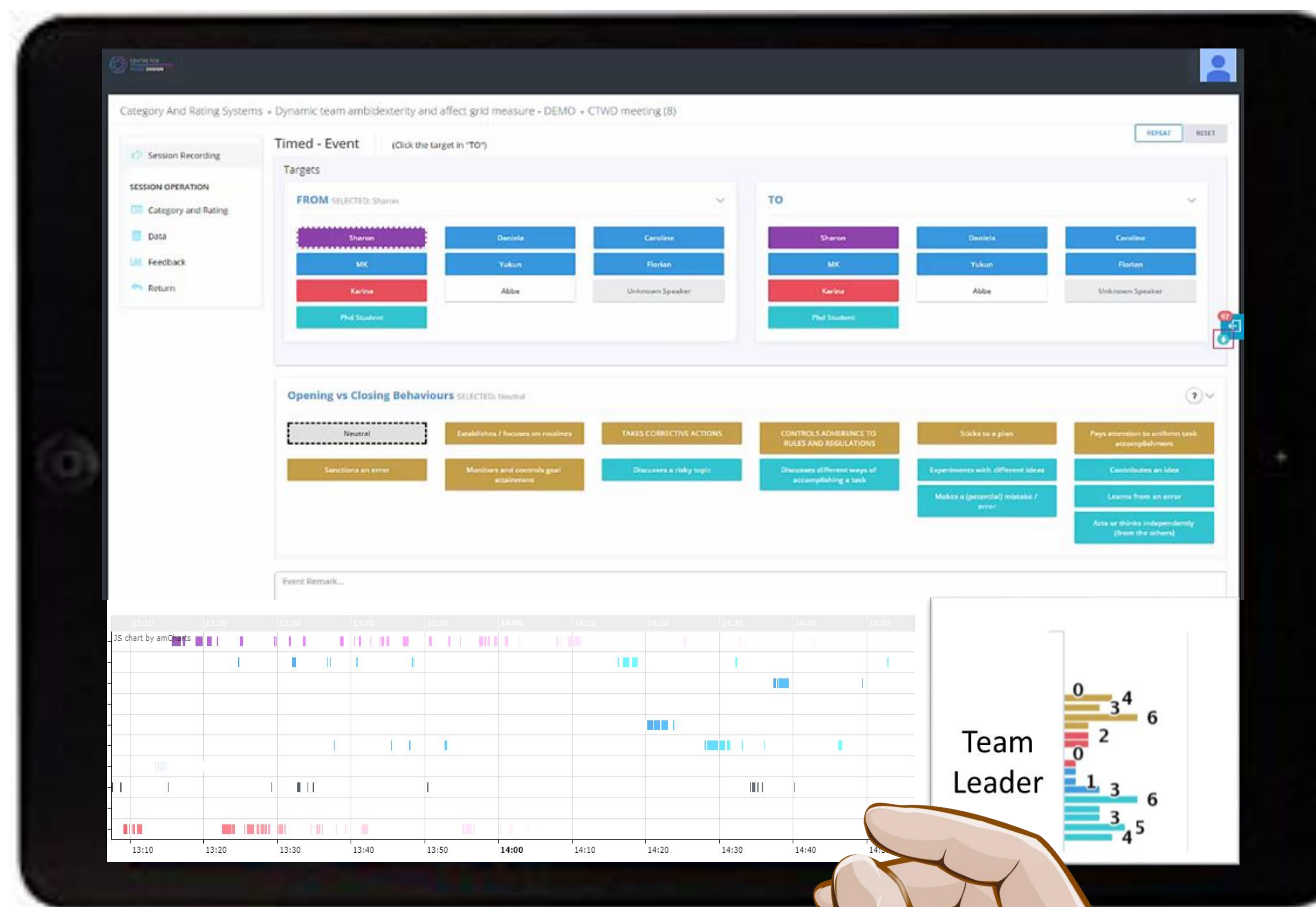
- to advance our understanding of social dynamics in organisations (Cronin, Weingart, & Todorova, 2011)
- to drive research translation into organisations.

Background:

Performance at all levels of organisations depend on **effective communication and collaboration:**

- Between leaders and followers
- Within and between teams
- With organisational stakeholders

However, researchers and practitioners alike **lack the tools** to accurately and efficiently assess the quality of these interpersonal interactions in **real-world contexts**.



Example: Collaboration in teams

1. **Record** team interactional dynamics with the tap of your finger
2. **Analyse** the data in real-time
3. **Visualise** the data in a pie chart, line graph, or 'fuel gauge' and provide immediate feedback to teams

We need “innovative measurement techniques that are unobtrusive and have the potential to provide continuous or near continuous assessments—**not snapshots, but movies**”
(Kozlowski, 2015, p. 285)



References

Cronin, M. A., Weingart, L. R., & Todorova, G. (2011). Dynamics in groups: Are we there yet? *Academy of Management Annals*, 5(1), 571–612.

Kozlowski, S. W. (2015). Advancing research on team process dynamics: Theoretical, methodological, and measurement considerations. *Organizational Psychology Review*, 5(4), 270–299.



CENTRE FOR
TRANSFORMATIVE
WORK DESIGN

