

Literature Review

Presentation prepared by
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Good News!

- Experts have already researched the answers and published their results.
- All you have to do is to find answers.
- Their published findings are called the «**Literature**»
- Your search for them is called a «**Review**»

It is a **LITERATURE REVIEW**



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How can we reach literature?

- Papers and books from Google Scholar
- Websites of organisations
- Libraries
- E-journals & Journals



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Google Scholar

- Write the subject in Google Scholar, such as “Teacher training AND literature review” You can also use OR
- You can limit the year
- Advanced search (search in title)
- Use synonyms of literature review such as “**review of research, systematic review, meta analyses**”



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Google Scholar

- It also shows how many articles cited this article, and you can also reach them
- For a video which shows how to use Google Scholar, here is the link:
https://www.youtube.com/watch?v=yDbghsm_d6Q
- https://www.youtube.com/watch?v=aTi7EnN_kRI



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Other Research Engines

- Library Genesis
<https://sites.google.com/site/themetalibrary/library-genesis>
- Worldcat <http://0-www.worldcat.org.novacat.nova.edu>
- Schi-Hub <http://sci-hub.hk>
- ResearchGate <https://www.researchgate.net>



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5 Easy Steps to Write a Literature Review

1. List the summaries
2. Reorder paragraphs
3. Combine paragraphs
4. Add topic sentences & transitions
5. Add introduction and conclusion paragraphs



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Barker, R., & Gover, K. (2010). Strategic application of storytelling in organizations: Toward effective communication in a diverse world. *Journal of Business Communication, 47*(3), 295-312. Business Source Complete, EBSCOhost. doi:10.1177/0021943610369782

Source Citation

Barker and Gover examine the use of storytelling as a means of increasing effective communication in a complete organization. They present a model of storytelling as a complete organizational strategy. However, they note that this model of storytelling is not effectively applicable to all organizations, but the information provided by the article can be used to help develop alternative strategies.

Detailed Summary

Fine, M. G. (1996). Cultural diversity in the workplace: The state of the field. *International Journal of Business Communication, 33*(4), 485-502. doi: 10.1177/002194369603300408

Source Citation

Fine believes that the increasing cultural diversity of the US workforce is perhaps the most pressing challenge of our times. However, research into this issue has produced mainly general overviews. Missing are actual research studies of cultural diversity in the workplace. Fine calls for more research to document different voices in the workforce, especially those that have been marginalized. Doing so, the author asserts, provides academics an opportunity to demonstrate to the public the worth of their studies of cultural diversity and of multicultural discourses.

Detailed Summary

Frisoli, P. (2010). Assumptions, emotions, and interpretations as ethical moments: Navigating a small-scale cross-cultural online interviewing study. *International Journal of Qualitative Studies in Education (QSE), 23*(4), 393-405.

Source Citation

Frisoli uses a series of interviews he conducted over a five-month period with a West African man to study communication between two people of culturally diverse backgrounds. Frisoli found that the intended meaning of communication on the Internet can be easily misinterpreted. Frisoli notes that online communication often brings a

Detailed Summary



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Fine, M. G. Cultural diversity in the workplace. The state of the field. *International Journal of Business Communication*, 33(4), 485-502. doi: 10.1177/002194369603300408

Frisoli, P. (2010). Assumptions, emotions, and interpretations as ethical moments. Navigating a small-scale cross-cultural online interviewing study. *International Journal of Qualitative Studies in Education (QSE)*, 23(4), 393-405.

In-Text Citations

Barker and Gower (2010) examine the use of storytelling as a means of increasing effective communication in a diverse workplace. The authors present a model of storytelling as a complete organizational communication tool and discuss how to effectively apply storytelling in the diverse work environment. This approach may not be suitable for all organizations, but the information provided by the article can be used to help develop alternative strategies.

Frisoli (2010) uses a series of interviews he conducted over a five-month period with a West African man to study communication between two people of culturally diverse backgrounds. Frisoli found that the intended meaning of a communication on the Internet can be easily miscommunicated due to cross-cultural barriers, much more so than in face-to-face contact. Frisoli also found that people of diverse backgrounds often bring a different set of ethical attitudes toward technology that can further skew the communication. Mr. Frisoli highlights the importance nonverbal cues in communication, as well as the differences in how those cues are read in different cultural settings.




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Reorder Paragraphs

- Reread all paragraph summaries
- Find similarities and differences
- Reorder paragraphs into a logical list based on connections you find
- Some potential example

Cause-Effect

Problem-Solution

Myths-Realities Ancient

Modern

Effective-Ineffective

Series of Advances



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Combine Paragraphs

- How closely related are the summaries?
- How long should the paragraph be? (10-14 lines)



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<p>Body Paragraph 1</p>	<p>Fine (1996) believes that cultural diversity of the US workforce is perhaps the most pressing challenge of our times. However, research on this issue has produced a general overview on diversity. Missing are studies that focus on diversity in specific organizations. Defines problem.</p>	<p>Body Paragraph 3</p>	<p>A study by Sweeny and Zhu (2010) in the U.S. observed 14 employees to measure how they accommodated 12 nonnative speakers of English. The study found that nonnative speakers used a variety of strategies to communicate. The study of the native speakers was challenged as they had to accommodate nonnative speakers. Brings problem home to U.S.</p>
<p>Body Paragraph 2</p>	<p>Frisoli (2010) uses a series of interviews he conducted with a West African man to study communication between people of culturally diverse backgrounds. Frisoli found that communication on the Internet can be easily distorted due to cross-cultural differences. Shows that problem is worldwide.</p>	<p>Body Paragraph 4</p>	<p>Barker and Gower (2010) examine storytelling as a way to increase effective communication in a diverse workplace. The study presents a communication tool and discusses how to apply it in the workplace. Presents two minor solutions.</p>
		<p>Body Paragraph 5</p>	<p>Lorenz-Bach (2006) addresses communication conflicts through every meeting, providing evidence that increasing cultural awareness in the workplace improves relationships. Presents best overarching solution.</p>




Using Profiling and Publishing of Scientific Approaches

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Add Topic Sentences & Transitions

<p>Topic Sentence:</p>	<p>The call to action was heeded by researchers who began to study geographically dispersed cultures. For example, Frisoli (2010) conducted interviews with a West African man to study communication between two people of culturally diverse backgrounds. Frisoli found that the intended meaning of a communication on the Internet can be easily miscommunicated due to cross-cultural barriers, much more so than in face-to-face contact. Frisoli also determined that people of diverse backgrounds have different attitudes toward technology that can further skew the communication.</p>
<p>Transition/Thought Bridge</p>	<p>Frisoli's findings were replicated in Australia by Icten (2010), who studied how culture created communication problems for migrant workers in Australia. Twelve educated and articulate workers had mastered English before moving to Australia. Nonetheless, the workers encountered barriers in communication despite their language mastery. Icten suggests that the communication barriers experienced by these workers resulted from cultural differences rather than their language skills. Icten provides a description of an "Innovative Communication in the Workplace" program that helped the workers overcome cultural barriers and communicate more successfully.</p>



Using Profiling and Publishing of Scientific Approaches

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Add Introduction and Conclusion Paragraphs

INTRODUCTION

Whether it's an office filled with cubicles, a meeting room, or a video conferencing platform, cultural diversity is a fact in today's workplaces. An increasing reliance on technology, growth of the global marketplace, and the prominence of multinational companies have increased the need for managers and employees to recognize and deal with the challenges to effective communication this diversity brings. The following review of literature confirms that workplace diversity presents problems that go beyond mere language fluency, discusses specific and general solutions, and concludes that workplace-specific initiatives are needed for today's and tomorrow's workforce..



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CONCLUSION

The global village that is today's workplace will only continue to increase in size and diversity. Unfortunately, research into the problems caused by cultural diversity, from lower productivity and morale to communication barriers, has so far been both general and sparse. Reflecting that immaturity, the literature reviewed in this report defines the overall problem and offers some solutions. However, further research is needed to more clearly categorize the difficulties caused by cultural diversity and to develop effective training programs to address these challenges for tomorrow's workforce.



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Remember

- Literature review is a preliminary step.
- It helps you acquire background knowledge that prepares you for the next step in writing.



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The End



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