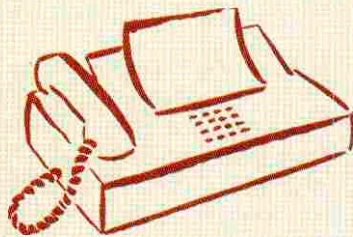


FaxForum



FaxForum Facts

We want to know what you, our readers, think about the major issues in your field and the ways in which we at *Training & Development* can better address them.

FaxForum is our way of getting to know more about what really matters to you and sharing that with T&D readers around the world.

FaxForum isn't meant to be scientific. It's a sampling of opinion—a finger in the wind. Each month, we publish the responses to previous FaxForums, plus some informal analysis and commentary, on the back of this page. But right now, you can influence the content of upcoming FaxForums.

Please take a moment to jot down any questions you'd like to see answered in FaxForum. _____

Thank you.

How To Respond

Fax the completed page to Cynthia Mitchell at 703/683-9203.

Or mail to FaxForum, *Training & Development*, ASTD, 1640 King Street, Box 1443, Alexandria, VA 22313-2043.

Did You Hear It Through the Grapevine?

Some researchers suggest that firms overlook—at their peril—the role gossip plays in businesses. Gossip can divide people and stymie growth. But deft management of communications can foster “good gossip.” Does your organization know how to cultivate its grapevine to bear fruitful exchanges? Do you?

1. How often do you engage in office gossip? (choose one)

- often rarely
 sometimes never

2. With whom do you gossip? (check all that apply)

- my superiors
 my peers
 my subordinates
 anyone I feel comfortable with

3. Which statement best describes the rumor mill in your organization?

- the only way to find out what's really happening
 a font of misinformation
 a distraction from work, but neither a constructive nor destructive force

4. What do people in your workplace gossip about? (check all that apply)

- people's private lives
 office intrigues
 business changes and challenges

5. Which channels does your company use for sharing information with employees? (check all that apply)

- company newsletter
 regular, companywide meetings
 electronic mail
 bulletin boards
 other (describe) _____

6. In your workplace, do people gossip electronically, via e-mail and similar technology?

- Yes No

7. Think of the last time your organization had to communicate with employees about a major issue (such as a reorganization or downsizing). What happened? (choose one)

- Management did a great job of disseminating information, so the gossip was grounded in facts.
 Everyone was kept in the dark; the rumor mill spun out of control.
 Management made a goodwill effort to communicate, but employees still felt confused and distracted.

8. Have you ever been hurt by office gossip? What happened? How did you respond? _____

Optional:

Name _____

Organization _____

Title _____

Address _____

Telephone # _____

Fax # _____