AN INQUIRY INTO DISCOURSE CHOICES AS INDICATORS OF
GENDER ATTITUDES IN A NON-PROFIT CONSERVATIVE
CHRISTIAN BUSINESS

by

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ABSTRACT

This paper is an inquiry into the discourse styles of men and women who work together in a conservative Protestant Christian business. Many conservative Protestant Christian churches teach that the Bible forbids women from holding positions of authority over men. Yet in the communications department of this particular business, women fill the top three management positions, supervising a mixed-gender staff of 15.

Research has shown that men and women subconsciously use language markers that indicate personal attitudes toward the same and the opposite genders. This research project draws on that information while it analyzes the oral and electronic discourse of the communications staff. The purpose of this study is to observe whether or not the traditional teachings of conservative Protestant Christian churches has influenced the attitudes of these men and women with regard to women in positions of authority over men in a Christian business.

Two staff meetings and a lunchroom conversation were audio taped and transcribed to note oral discourse patterns. One hundred and eleven emails were examined to mark patterns of written discourse. This data was then evaluated against published research in the area of gendered discourse markers.

The results indicate that two of the three women in leadership positions over men were comfortable with their positions of authority, but the third woman’s discourse patterns showed signs of insecurity. Furthermore, the men in the department did not indicate signs that they seek to exercise power over women, nor did they show signs of difficulty in submitting to the authority of the women. The women staff members,
however, showed definite indications of being insecure in a mixed group, and of being meekly subordinate to anyone in authority over them.

These results, while helpful, are not definitive in that they do not account for the possibility of other influencing factors, such as personality types, job roles and expectations, age differences, or church teachings on meekness and submission to authority. However, the results of this research indicate that some conservative Christian men are ready for and able to embrace the concept of having women in positions of authority over them, even in a Christian environment, and a few conservative Christian women are ready to step into those positions. Also from this research it could be concluded that, on the average, conservative women struggle more with the shift of authority than men do. More research would need to be done to address that question fully.
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LIST OF ACRONYMS AND ABBREVIATIONS

BFA    Bibles For All
VP     Vice President
DM     Director of Marketing
PL     Partnership Liaison
CHAPTER ONE: INTRODUCTION

Gender Bias as a Social Issue

“It is through the idea of difference that inequality is legitimated” (Kimmel 4).

While difference simply means two or more things are not the same, in relationships difference has often been used not just to describe two things but also to establish hierarchical levels of authority and power. Historically, one group of people will self-identify as superior based on some quality they possess that others do not, and from that vantage point, claim authority over the group that is ‘different.’ The differences can be anything from skin color or ethnicity to education or financial resources, from family name and title to age or size; in fact, differences that lead to power structures can stem from any number of personal, social, political or religious identifiers. One difference that has generated a universal system of authority consistently in favor of the same group of people is gender: men have exerted power over women almost without exception in every country, every society, and every generation of recorded history.

Scientists and scholars have long speculated on how this reality came to be; many theories have been offered. Some say man’s brute strength influenced his evolutionary development, providing the means by which he could assume power, while women’s biological make-up put her at a disadvantage in competing for prominence (Kimmel 22). Others, who believe in a literal interpretation of the Bible as God’s inspired Truth, say God created men and women as they are and established lines of authority after the first-created man and woman sinned, as noted in Genesis, the first book of the Bible. (This will be discussed further in Chapter Three.) Thus levels of authority based on gender are
ordained by God. However this phenomenon began, the fact remains that male dominance is a reality in nearly all political and social communities on earth, including the conservative Protestant Church, which is the social institution pertinent to this research.

Gender Bias as a Religious Issue

Whether men’s rights to dominate women originated in the Bible or not, they have been validated repeatedly through the historical doctrines of numerous conservative Christian churches and institutions, many of which influenced the social and cultural development of the Western world over the past two millennia. The result of this lengthy history, which will be described in greater detail in Chapter Three, is that women have been marginalized in many mainstream 20th century Protestant denominations, relegated to performing certain tasks within their church’s activities and withheld from engaging in others.

In the last four decades of the 20th century and the early years of the 21st century, women in America have been seeking to raise awareness of and engage in their personal rights as members of the human race and citizens of this country, free from bias created by gender differences. In parallel fashion, women have also championed the cause for equal rights in the conservative community in an effort to change unequal role delineations based on male church leaders’ interpretations of biblical passages. Michael Kimmel believes that “by eliminating gender inequality, we will remove the foundation upon which the entire edifice of gender difference is built” (4), an edifice that sustains the hierarchy of power advantageous to those in the top levels.
One way of eliminating gender inequality is by eliminating the gendered discourse that fuels male hegemony. This thesis is not an attempt to identify the origins of gender issues, although a brief history of the subject will be addressed to provide context. Rather, it is an inquiry into that one specific area of social practice that contributes to the larger issue in the identified audience: gendered discourse in a conservative Protestant community.

Discourse as a Gender Issue

“Communication between men and women can be like cross-cultural communication, prey to a clash of conversational styles. Instead of different dialects, it has been said they speak different genderlects” (Tannen, You Just Don’t Understand 42).

Boys and girls grow up understanding language differently. Though they may live in the same region, neighborhood, or even family, from the time they are born, the people surrounding them speak to them in different ways, forming a gender identity within them (Kimmel 73). “By age two, children have relatively stable and fixed understandings of themselves as gendered…After age six, the child sees the world in gender terms” (73).

Whereas it is true we may all be using the same words to express our thoughts, the actual communication conveyed by those words often results in “metamessaging,” communicating a deeper relational meaning than the mere words convey. For example, the cute poem about what little boys and little girls are made of says one thing in its actual words but sends a different message in its subliminal meaning.

What are little boys made of?
What are little boys made of?
Frogs and snails and puppy-dogs' tails;
That's what little boys are made of.

What are little girls made of?
What are little girls made of?
Sugar and spice and all that's nice;
That's what little girls are made of.

In this nursery rhyme, little boys are taught that rough-and-tumble, out-doors, wild things create the essence of their character while little girls are told that gentle, attractive, in-home things form the essential elements of their beings. The actual words say one thing, the metamessage implies another. Children are taught to see themselves differently, and encouraged to adopt personal views of their gender through the metamessages in this and other forms of communication.

In the same way, metamessages are communicated through the teachings of the Church, causing conflicts in men’s and women’s internal adaptation of those teachings. For example, in the research conducted by John Bartkowski, one man said, “I have never heard anyone say at [our church], ‘This is what a man ought to do. This is what a woman ought to be doing.’ I don’t think they make an issue out of “roles” for men and women in the church or in the home…” Yet that man’s wife responded to the same interviewer, saying, “Being a Christian pretty much all of my adult life, I have just been through umpteen studies – be it women’s Bible studies or small group studies. And a lot of the teachings that you hear address women in the home. So I think, personally, I have to constantly wrestle with where I need to be. And [wrestle with] guilt feelings [such as]
‘Should I not be working full-time?’” (excerpted from One Step Forward). The wife’s response shows an internalization of a metamessage. The direct communication she has received from the Church has consistently been one of encouraging women who choose a domestic role for their career; the metamessage says the domestic role is the appropriate, Church-sanctioned career for women—any other role is suspect.

If gendered communication resulted in merely a “separate but equal” understanding, the study of male and female discourse patterns would be simply a curiosity. But that’s not everyone’s reality. Gendered communication has been linked to social domination patterns that have proven harmful to at least one critical group in nearly every social community on earth: women. Language is one social instrument that continues to contribute to the recurring theme of male dominance/female subordinance (Romaine 8).

Gender Bias and Gendered Discourse

In the Religious Community

One significant place in which clear understanding of gender-free communication is essential to breaking down old patterns and reconstructing new ones is the conservative Protestant church. While claiming that all people, regardless of gender, race or position, are created in the image of God and are intrinsically and equally valuable, many denominations founded on conservative Protestant beliefs nonetheless adhere to a hierarchy of power within the church, which results in not only withholding from women access to certain positions of authority but also dictating levels of power and specified
roles in marriages and families. This hierarchy of power is rooted in biblical rhetoric, traditionally interpreted in church doctrines, such as the doctrinal statement of this church, currently attended by a few people from the research community used in this paper.

In its study of the Word of God, the Session [ruling body] of [the church] saw errors in both the “traditional” and the “progressive” view of women. In the traditional model, women have been oppressed and marginalized. Yet, the progressive model obliterates the God-given differences between women and men…. the Session adopted the following paper as its position on the role of women in ministry, with the following exception: The paper says that women may not be elders but that women may serve in any capacity within the local church that any non-elder male might serve. The Session of UPC would add to this that we believe this same limitation would also forbid women from shepherding men (e.g., leading a Home Group [small Bible study] with men in it, ….and being the primary worship leader in a worship service… (Discovery II, 77)

_In the Workplace_

Another social institution that suffers from the stigma of gender-related dominance patterns often evidenced in its rhetoric is the workplace. Many studies have focused on that arena, aiming to identify and educate people in new social behaviors and speaking patterns, to move toward a more equitable professional attitude and working environment. This, however, has been difficult, since “the workplace is, itself, gendered” (Kimmel 17). Women face a no-win situation in the workplace, according to Kimmel,
because it, along with sports, the military and politics, is a male-dominated arena, “established to reproduce and sustain masculinity” (17). Thus if women become more like men to compete in this arena, they sacrifice their femininity and ultimately their personal identity as a woman. However, if they retain their femininity in a male-dominated environment, they are marked as different and then treated so. Standards for success are based on male tradition, male-established patterns. And male discourse patterns are one of the tools used to sustain male hegemony in the workplace.

Combining the two institutions, then—conservative Protestant church beliefs in the workplace—is double jeopardy for women who seek to be accepted and treated as professional equals.

Yet some non-profit organizations do exactly that—combine the sacred and secular for a particular cause. They are professional organizations staffed by conservative Christians and funded by conservative Protestant churches in America today. The organization chosen for this research project is one such organization, but as such, is considered by many to be unusual in that it has bridged the gender issue related to job titles and positions. Unlike many other conservative Protestant organizations, the one identified in this study has had women in positions of authority over men for nearly a decade.

Gendered Discourse and This Paper

Research Question

In light of that material, the question addressed by this research is: when placed in professional roles that do not align with traditional church doctrines, do conservative
Protestant Christians reveal a gender bias in their discourse based on role delineations taught by traditional church doctrines, or do they show evidence in the Christian workplace of embracing the teaching of equality also expounded by the Church?

Research Focus

In this thesis, I am going to observe and evaluate communication patterns in a conservative Protestant business. For the sake of ease in reading, I will use the term Church with a capital C to refer to conservative Protestant denominations, particularly Baptist, Presbyterian, and Evangelical Free. The discourse community I’ve chosen to research is a non-profit, international religious organization funded by many Protestant churches. In this thesis, I’ll call the organization Bibles for All, or BFA.

My research focuses on one department of BFA: the communications department. In the communications department, the top three positions of authority are held by women who manage a mixed-gender staff of 15. I collected discourse data from electronic and oral sources to evaluate the gender markers in staff communication. The purpose of my research was to observe how men and women who align themselves with a conservative theological position that may include teachings on the subservient role of women in the church, act or talk when relating to one another in an organization sponsored by their churches yet functioning with ostensibly non-existent gender roles. Does their conservative religious training influence their professional interaction? Will there be signs of gender bias relating to religious positioning in the communications observed or will there be signs of an understanding of equality based on church teaching on intrinsic value? By comparing the discourse of this community against research in the
field of gendered rhetoric I hope to identify specific patterns of oral and written word usage that point to identifiable attitudes regarding authority.

The data collected for this research come from emails and audio recordings. All participants were voluntary. The limitations of this research lie in the fact that participation was entirely voluntary. I gathered emails only from those who remembered to copy me on ones they sent to others. The audio recordings are from two staff meetings and one lunchroom conversation recorded on randomly selected days. I observed that fewer people were willing to speak in the staff meetings when they saw the tape recorder sitting on the table.

Although this research offers information that suggests possible trends in gendered communication, it is not definitive in its conclusion for several reasons. Communication styles of participants, while showing signs of gender bias, may also be influenced by attitudes toward age differences, position titles, or number of years working in the department. The fact that all participants in the study were Caucasian skews the results, but this couldn’t be addressed because there was no multi-cultural group to compare to. Also, these data were gathered during a time when the communications department and BFA as an organization were going through a corporate change in structure and strategy, which could have influenced people’s willingness to speak freely. However, this research is useful in contributing to the body of knowledge related to the questions stated above and in disproving the null hypothesis: Christians who have been taught by the Church that men and women are equal display gender-neutral communication markers that attest to the absorption of such doctrines.
CHAPTER TWO: BACKGROUND INFORMATION

Bibles For All

The Organization

The discourse community I’ve chosen to research is the communications department of BFA—a non-profit, international religious organization funded by the Church. BFA’s corporate goal is to see the Bible translated into every language of the world so people everywhere have the option of reading it in their mother tongue if they so desire. For oral cultures, New Testaments are translated, then recorded as oral readings onto cassette tapes for public distribution and use. The aspiration of the organization is to make the Bible available in culturally-appropriate ways for personal use at the discretion of the individual.

BFA was first established in 1934. The name was deliberately chosen to reflect the organization’s purpose based on the history of Bible translation dating back to the days of the early Church.

Today BFA as an organization exists to provide Scripture in the vernacular for language groups that as yet do not have it. Whereas in previous years, BFA has engaged exclusively in direct translation work, more recently BFA personnel have sought to work in partnership with other national scholars and scholarly organizations that share the same goals. In these partnerships, BFA maintains a high level of influence based on decades of experience and expertise. Thousands of BFA workers worldwide are involved in training others interested in engaging in linguistic studies and translation work. While many BFA
people work directly in language consultation and translation programs, about 400 people work in the two largest home offices: the International Office in Texas, and the USA Headquarters in Florida.

People working for BFA all share the same core values regarding the value, authority and inerrancy of the Bible, and they share the same goal for translating it into vernacular languages. They are not all from the same denomination, however, so interpretation of Scripture may vary within the organization.

To avoid denominational bias in the translations produced with the help of BFA personnel, non-partisan consultants check all the writings to ensure that the meaning of the original words is maintained, and evidences of personal interpretation or bias are eliminated before the texts go to print. To accomplish a culturally sensitive and biblically accurate translation of the Bible, linguists both conduct extensive linguistic, anthropological and sociological research in a language area, and consult extra-biblical resources relating to the language and culture of the Bible at the time of its original writing. The goal is to produce a translation that is true to the original text, and is grammatically correct, incorporating colloquial idioms and social mores that make the translated Scriptures easily understood within the social context of the people to whom it belongs.

The Communications Department

People working in the communications department of BFA are responsible for representing the organization to the American Protestant community. Media produced by this group is used to:
• raise funds for translation work around the world
• report to donors on how their money is being used
• inform interested churches and individuals on the progress of the work worldwide
• communicate strategies and liaise partnerships
• generate increased interest and involvement in translation work

The communications department of BFA USA is divided into three areas of media development: editorial, design and electronic media. The organizational chart for the communications department begins with a vice-president of communications (VP) working in collaboration with two directors—the director of media (DM) and the partnership liaison (PL). An executive assistant oversees the business functions of the department, and 14 people fill roles in the three media sections. Women hold the top three management positions (VP, DM and PL) as well as the executive assistant’s position. The remaining staff breaks down as follows: editorial: two women, two men; design: two women, two men; electronic media: three women, three men. The ages of people in the department range from 24 to 60; all participants in the study were Caucasian.

The main churches attended by this staff are Presbyterian, Baptist, and a non-denomination affiliate. The Bible is the foundation for each denomination’s doctrinal position on all issues, and each would agree that the Bible is the inerrant Word of God, true and trustworthy in its original form. They all also agree the Bible is the highest authority, taking precedence over church tradition should the two conflict.
It’s important to note that I work for BFA. Furthermore, I, too, believe the Bible to be God’s truth. I believe the content of the Bible is inerrant in its original form, and accurate and reliable for instruction in its preserved form; I do not believe it to be a metaphor. On the topic of women’s roles in the church, I seek to interpret the Scriptures literally within their historical context. That is, I believe passages pertaining to women that have raised questions in Church practice over the centuries were timely in their social context, and timeless in their instructional value. Within the social context, the religious expectations, and the discourse patterns of the first century, parameters for establishing a new religious order as stated by the Apostle Paul in several New Testament books were appropriate. In today’s world, the principles implied by those same passages (decorum, meekness, humbly submitting to those in authority) are still God’s intended parameters for working peacefully together in the now long-established religious order known broadly as the Christian Church. I believe God has ordained (or equipped or gifted) certain people to perform certain tasks in the Church to ensure it continues to function as he designed it to function, but I do not believe those positions of authority are assigned according to gender.

In the Bible, the extensive use of male pronouns to represent all people is no different than the customary practice of nearly all English speakers and writers through the centuries. “Man” has consistently been the invisible standard under which and against which all others are aligned. In light of that and knowing the Bible was not originally written in English, I would say that the use of male pronouns in the English translations of the Bible today is not evidence of the original intent of the message.
The Church

Christianity originated at the time of Christ; the Christian Church was born out of the Pentecost around 30 A.D., and was built on the teachings of the Torah and the teachings of Christ. While the 12 male apostles were undoubtedly the key players in shaping this new faith into an organized religion, it must also be noted that women as well as men were present at Pentecost, the spiritual event during which God sent the Holy Spirit to empower early Christians to initiate a new religious institution.

When they arrived [in Jerusalem] they went upstairs to the room where they were staying. Those present were Peter, John, James and Andrew; Philip and Thomas, Bartholomew and Matthew; James son of Alphæus and Simon the Zealot, and Judas son of James. They all joined together constantly in prayer, along with the women and Mary the mother of Jesus, and with his brothers…When the day of Pentecost came, they were all together in one place. Suddenly a sound like the blowing of a violent wind came from heaven and filled the whole house where they were sitting. They saw what seemed to be tongues of fire that separated and came to rest on each of them. (Acts 1: 13-14, 2:1-3)

After Pentecost, new understandings of faith and practice based on the teachings of Jesus Christ developed into an organized religion, called Christianity. Originally all those who followed the Christian faith were housed in the Catholic Church; there were no denominational differences until the Reformation in the 16th Century. (After the tumultuous religious revolution of that time, Christians had to begin choosing whether they were Catholic or Protestant. In the ensuing centuries Protestantism further splintered
into many more denominations requiring many more choices.) However, from the 1st
century to the 16th century, everyone who called themselves Christians aligned
themselves with the one set of church documents and beliefs, and the one ruling body for
Christians, the Catholic Church, dictated the principles of godly life and practice.

As the Church gained momentum, leadership met in councils to canonize the
writings of the first century as the official and divine Word of God Himself. The final
canonized text included the Torah and books written in the first century documenting the
life of Christ and instructing new converts on how God intended them to live. Today the
Torah is known as the Old Testament, the first century writings collectively make up the

According to the Bible, all the New Testament books were written by men
inspired by the Holy Spirit (II Timothy 3:16-17). Several of them contain instructions on
church policy. The church doctrinal statement quoted earlier refers to a passage where the
Apostle Paul says, “If anyone sets his heart on being an overseer [elder], he desires a
noble task. Now the overseer must be above reproach, the husband of but one
wife,…Deacons, likewise, are to be men worthy of respect,…They must first be tested;
and then if there is nothing against them, let them serve as deacons” (I Timothy 3:1-2, 8-
10). These texts, using specific male pronouns and identifying “husbands” as candidates
for the role of elder, among others, plus the first book of the Bible that describes how
God created man first, then woman, are the sources for the questions raised through the
centuries regarding men’s and women’s relationship to one another in the church, in the
home, and in society.
CHAPTER THREE: GENDER BIAS IN RELIGIOUS RHETORIC

Men’s Authority in the Church

It is critical to understand what parishioners of the Church (the conservative Protestant Church) through the centuries have been taught regarding women’s roles in the religious realm. This information influences attitudes and behaviors today.

As one of those parishioners, I feel I can speak on behalf of the community. I grew up in a conservative Christian family, attended church and all its children’s education programs throughout my life, and studied at and graduated from Moody Bible Institute, a conservative, Protestant Christian college in Chicago, Illinois. Based on my training, it is my understanding that conservative Christians generally believe that God created the world as described in the first few chapters of Genesis; that God created man from dust and placed him in a position of authority over the rest of the creation, then created woman to be a companion for the man.

Then God said, “Let us make man in our image, in our likeness, and let them rule over the fish of the sea and the birds of the air, over the livestock, over all the earth, and over all the creatures that move along the ground”….the Lord God formed the man from the dust of the ground and breathed into his nostrils the breath of life, and the man became a living being…The Lord God said, “It is not good for the man to be alone. I will make a helper suitable for him”…. So the Lord God caused the man to fall into a deep sleep; and while he was sleeping, he took one of the man’s ribs and closed up the place with flesh. Then the Lord God made
a woman from the rib he had taken out of the man, and he brought her to the man.

(Genesis 1:26, 2:7, 2:18, 2:21-22)

According to biblical texts, after Adam and Eve disobeyed God, and so sinned against their creator, God declared a curse. To the woman he said, “I will greatly increase your pains in childbearing; with pain you will give birth to children. Your desire will be for your husband, and he will rule over you” (Genesis 3:16, italics added). Note the text does not say, “I will make your desire to be for your husband,” nor does it say, “I will make man ruler over you.” It merely says those things will, in fact, happen (Sumner 142). Throughout the Bible, there are historical practices and biblical mandates that fuel the age-old debate about God’s original intentions for men and women when he created them and how those may have changed with the introduction of sin.

Like this reference from Genesis, passages in the New Testament appear to clearly delineate a hierarchical structure for gender relationships in the home and church, which, of course, spills over into social relationships as well. Ephesians 5:22 says, “Wives, submit to your husbands as to the Lord,” and I Timothy 2:11 states, “A woman should learn in quietness and full submission. I do not permit a woman to teach or to have authority over a man; she must be silent. For Adam was formed first, then Eve.” These verses have been used extensively to limit leadership roles for women in the Church and in the social order throughout history.

From ancient times through the Medieval Era ending about 1100 A.D., evidence from a preserved body of literature suggests that women were typically the domestic partners in marriage, and cared for the home and children. Men provided for the family’s monetary needs and held the mystical right to serve as leaders at various levels in the
social, political and religious world outside the home. “Men’s location and activity in the public rather than domestic sphere has defined society as masculine” (Romaine 12). It’s not surprising then, that men achieved a level of power that served to preserve a favorable social order for them that has lasted through at least two millennia.

These rights, though socially accepted, were secured for men in the teachings of Scripture as interpreted by the (male) leaders of the Church, as already noted. Few people dared to argue with the Church; after all, the leaders of that institution were the only educated people of the Medieval period, so they were obviously the only ones who truly “knew” what the Scriptures taught and what God expected—never mind that they were all men.

Knowing that typically men were educated, women were not; men were leaders in the church, women were not; men held the exclusive right to read and interpret scriptures, women did not; one can well imagine that very likely, whether consciously or unconsciously, men could easily have propagated a male-friendly interpretation of scripture that supported their position of power over women for generations, regardless of God’s original purposes.

No doubt, devout men of faith through the centuries have sought to read and understand scriptures as God intended in the original writings. However, whereas all Christians will agree that certain godly principles are clearly stated, undoubtedly everyone will also agree that some issues are less clear and more open to individual interpretation, guided, of course, by sound exegetical principles. The very presence of unsettled questions centuries later leads one to think that perhaps the scriptures do not clearly outline male and female roles in the home, society or church, as suggested by
earlier church orders. Perhaps the Bible’s ambiguity on the topic enables people to reach their own conclusions, and affords the dynamics of living, breathing cultures to influence these conclusions in sensitive and healthy ways.

That same ambiguity, however, can also result in confusion or clashes within a living, breathing culture based on the interpretation (or misinterpretation) of the people granted authority to exegete those passages. A committee appointed to write a paper representing the Conservative Baptist point of view on women’s roles in the church, admits that,

It is our interpretation and application that forms the structure of the bridge from the inerrant Scripture to our contemporary world. The Church’s belief in inerrancy extends to the Scriptures themselves as God's revelation, but not to our interpretation or application of those Scriptures. We work diligently to interpret Scripture according to the grammatical-historical method and then to apply it to our culture today. (Women’s Ministry Roles and Ordination 2, italics added)

Admittedly then, while members of the Church believe the Bible to be God’s inerrant word in and of itself, they concede that users of Scripture are responsible for how it is interpreted and applied in any given age or culture.

For multiple millennia, men have held exclusive rights to the sound exegetical principles used to interpret scripture and define women’s roles, ostensibly as ordained by God. Ironically enough, men have also emerged as the ones in positions of authority in the home, the marketplace, and the Church.
Women’s Emerging Voice in the Church

Eventually, women, so long silenced in the Church, began to speak.

Christine de Pizan (1365-1431) was one of the earliest educated women whose writings are preserved today. Although her writings dealt with social and political issues of the day and thus are unrelated to this thesis topic, she did use the Bible to support her rights to speak. In *The Book of the City of Ladies*, de Pizan denounces the implications of patriarchal writings about women and uses examples from the Bible to defend her claim that women deserve to be heard, saying, “God has demonstrated that He has truly placed language in women’s mouths so that He might be thereby served” (Covino 37). De Pizan saw language as the tool that transcended gender and class distinctions, and the means by which knowledge is transmitted equally by and to all, regardless of gender. The ability to use language well, in her eyes, was the leveling tool for gender bias (37).

Change wasn’t going to happen swiftly, however. Although many women read de Pizan’s works long after she wrote, they did not enjoy all the freedoms espoused by de Pizan. She began to speak on behalf of women, but it was still several centuries before women began to be heard in the Church.

During the Renaissance (beginning in the 14th century) and religious Reformation that eventually divided Christendom into Catholic and Protestant tracks (16th century), women began to feel a fresh breeze of value and power coming, surprisingly, from the direction of the new Protestant church—the very institution often later accused of suppressing them. In those years of change, women did not gain equality on all fronts, but they were finally beginning to be recognized and valued and were being offered a limited education.
Protestants opposed the popular antiwoman and antimarriage literature of the Middle Ages. They praised woman in her own right, but especially in her biblical vocation as mother and housewife. Although from a modern perspective, women remained subject to men, new marriage laws gave them greater security and protection…Because they wanted women to become pious housewives, Protestants encouraged the education of girls to literacy in the vernacular, with the expectation that they would thereafter model their lives on the Bible. During their studies, however, women found biblical passages which suggested that they were equal to men in the presence of God. (Kagan 380)

Becoming educated, discovering they could read and interpret scripture for themselves, and answering to a higher authority imbued educated women with courage to become more socially active, even to the point of engaging in public speaking and writing.

Eventually, in the Enlightenment (17\(^{th}\) – 18\(^{th}\) Centuries), the Church finally heard the first faint sounds of a female voice rising above the drone of its all-male choir. Margaret Fell (1614 – 1702), an educated Quaker woman, made her home a center for Quaker activity that eventually became well-known throughout England. Her strong beliefs in the new religion and her education equipped her to become one of the most outspoken speakers and prolific writers of the seventeenth century. However, her ability to hold these meetings and to speak boldly was rooted in the fact that her husband, though not always agreeing with her Quaker beliefs, nonetheless supported her in them. After her husband’s death, Fell was left vulnerable in a still predominantly patriarchal society. She was arrested for holding Quaker meetings at her estate and was imprisoned for four years. During that time she wrote her most famous and still powerful work,
Women’s Speaking Justified, Proved, and Allowed by the Scriptures, first published in 1666 (Bizzel 750).

Fell’s work is one of the earliest defenses written by a woman that addressed the issue of women’s rights to speak in the Church, a practice typically denied based on the Bible verses quoted above. In response to these very verses, Fell says, “But how far they wrong the Apostles intentions in these Scriptures, we shall shew clearly…” (Bizzel 753) and she proceeds to deconstruct the biblical passages containing these verses by offering a plausible understanding of their possible true meaning based on the broader context of the passage and the cultural environment of the day. Her exegesis influences Sarah Sumner, whose detailed interpretation of the above Scriptures is presented in the next chapter.

Perhaps to this point women had not had a strong voice in terms of number, but once recognized, their voices never went silent. Following Margaret Fell, bridging the seventeenth and eighteenth centuries, was Mary Astell (1666-1731), a woman of whom it was said, “Mary, pious and learned, might have made a very successful career for herself in the Anglican Church—if only she had been male” (Bizzell 841).

In her first and very influential book, Astell proposed constructing a women’s college “where young women could receive a serious secular education as well as instruction in Anglican Christianity” (841). In her proposal she admittedly suggested women could be better wives and homemakers if they were educated, but she also wanted to offer women a chance to be successful in their own right. Astell was nicknamed the “first English feminist,” regardless of the fact that her life’s passion was merely equal education for women, not equal authority in the home, church or state. She submitted to
the established social powers, and insisted that “men and women were intellectually equal and were responsible only to God for how they conducted their lives” (843). She encouraged women to develop their personal rhetorical style by using Christian principles as guidelines (846).

Astell was a respected voice in the early eighteenth century, and as a result of her life-long campaign, institutionalized education for women gained momentum. Access to schooling improved even more in the nineteenth century. However, many people lamented the quality of education being made available to women; some said that because women were still restricted from many intellectually stimulating careers, their education was superficial in comparison to men who commandeered those careers (Bizzel 986). Others said women were unfit or unable to learn as well as men. In the United States, a young nation with a dichotomous view of gender abilities, women were viewed as innately intellectually inferior.

In early America, women were restricted in education and limited in what they might learn. This was not simply because of a belief in the subordination of women and their primary role as homemakers who did not require higher education, but also because of a prevailing opinion that their capacity to learn was limited. When women did go to school, “they often read special textbooks prepared for them in order to limit the strain on their faculties. Such titles as *Newton’s Ladies Philosophy, The Lady’s Geography, The Female Academy, The Ladies Complete Letter Writer,* and the *Female Miscellany* were often advertised.” … “Even Thomas Jefferson held that girls were unfit in brains and character for serious study.” (Saucy 36-37)
Indeed, women had to fight for their rights to an education in the male-dominated institutions in America. Many assumed women weren’t physically able to keep up with the rigors of studying. “Harvard professor Edward Clarke cited cases of ‘pale, weak, neuralgic, dyspeptic, hysterical, menorrhagic, dysmenorrhoeic’ educated women with ‘arrested development of the reproductive system’” (Kimmel 151). In the mid-nineteenth century the president of the University of Michigan resisted coeducation on the grounds that it would defeminize the women and demasculinate the men (153), and many assumed that including women would require diluting the collegiate curriculum and slowing the pace of learning to accommodate the female mind (153). Yet, throughout Europe and in the United States, literacy rates were rising, and women were finally being admitted into institutes of higher learning, not in large numbers but increasingly so.

In the nineteenth century, Methodism, under the guidance of its founder, John Wesley, opened a new door for women to speak publicly, and even to preach. John Wesley, originally an Anglican priest, experienced a personal spiritual awakening and, as a result, formulated a “method” for understanding one’s conversion by grace, evidenced by one’s prayer and good works. Most of the earliest followers of Wesley’s new religion called Methodism were women, and Wesley acknowledged their acceptance of his teachings by offering them positions of importance in the work.

It began when women led small prayer meetings, then expanded to include activities that required public speaking. “There seemed no logical reason why they might not be touched by the Holy Spirit just as men were—no one would want to say that such action was beyond God’s power—and if the principal content of Methodist spiritual discourse comprised accounts of one’s own spiritual progress, then training in biblical
scholarship, theology, and rhetoric, all largely unavailable to women, was not required for such preaching. Wesley condoned this public religious activism by women, although it was controversial” (Bizzel 1086).

As positive as that sounds, however, Wesley still understood the historical, rhetorical delineation between speaking and preaching. Although Sarah Crosby (and many other women) won his respect and approval as preachers, he instructed Sarah not to tell her audiences that she was preaching. So instead, she would say, “I will just nakedly tell you what is in my heart” (Bizzel 1087). After Wesley’s death in 1791, male religious leaders consolidated Methodism into a denomination and, not surprisingly, squeezed women out of much of the public speaking arena, at least in England.

However, the Methodist tradition of social activism had spanned the Atlantic Ocean. Through the auspices of the Methodist Church, Phoebe Palmer became one of the 19th century’s most critically-acclaimed female preachers and theologians in the U.S. (Bizzel 988). Palmer’s preaching was instrumental in inspiring other women to attempt and achieve monumental social gains. (Bizzel 1090).

In her book, The Promise of the Father excerpted in Bizzell and Herzberg (1085-1113), Palmer, as several learned women rhetors before her had also done, clearly exegeted the familiar Scripture passages used against women in the Church. But she prefaced her remarks with this accusing statement:

Think of a refined social gathering of worldlings, to which invitations have been extended to ladies with the expectation that the seal of silence would be imposed! No, it is not the world that forbids; for due consideration will constrain us to acknowledge that in this regard ‘the children of this world are wiser in their
generation than the children of light.’ Who is it then that forbids that women
should open her month is [sic] either prayer or speaking in the assemblies of the
saints?...Our answer is this: The Christian churches of the present day, with but
few exceptions, have imposed silence on Christian woman, so that her voice may
but seldom be heard in Christian assemblies. (1096)

Given the fact that Methodism was the most powerful Christian denomination in the
United States during the nineteenth and early twentieth centuries, and given that Palmer
was perhaps the most famous leader in the denomination at the time, it would not be an
exaggeration to say that she was clearly one the most influential public figures of the late
1800s.

Frances Willard, though best known for her position as president of the WCTU
and a political activist for temperance and suffrage, was nonetheless a devout Christian
and strong social advocate for women. She begins her first chapter of her work, Woman
in the Pulpit, saying,

The First Congregational Church organized in New Jersey ordered its chorister
“not to allow any females to sing in the choir, because Paul had commanded
women to keep silence in the churches.” This is the most illustrious instance, so
far as I know, of absolute fidelity to a literal exegesis concerning woman’s
relation to public worship. By the same rule of interpretation, Luther and
Washington must have treasured up unto themselves wrath against the day of
wrath when, in church and state, they severally proceed to “resist the power,” for
it is declared (Rom. xiii.) that “whosoever resisteth the power resisteth the
ordinance of God; and they that resist shall receive to themselves damnation.”

(Bizzell 1124)

Willard proceeds to challenge traditional church teachings, deconstructing many passages in the Bible where women’s roles are directly addressed, including the ones mentioned above. Through the work of Willard and others, women eventually instated temperance laws to protect wives and families from the adverse effects of alcohol abuse, and earned for women the right to vote in the early 20th century. Though this didn’t directly affect Church teachings at the time, it was nonetheless significant for the progress of women in the social context.

The Continuing Gender Debate in the Church

The purpose for including these historical snapshots in this thesis is to provide a point of reference for the debate still raging in the Church today. Knowing the Church is nearly 2,000 years old, it is shocking to realize that records of women seeking to establish their position and voice in the Church go back only a few hundred years. And worse, after several centuries of argument, the recurring issue remains unsettled in many conservative denominations. Although many intelligent, well-spoken rhetors have written eloquently on the issue of social rights for women in the past, women today are still seeking to gain equal status and equal voice in many conservative churches.

In the final few decades of the twentieth century and entering into the twenty-first century, the issue has reemerged as a hot topic of debate in society and in the Church, and has become the subject of many new scholarly works.
In America, the exigencies of the 1960s stirred feminist rhetoric once again. In the political and social realms, traditional structures were considered establishments of power representing domination of one group over another. Freedom from this domination was the goal of the civil rights, student rights and peace movements. The stage was set for a renewed campaign for women’s rights alongside those other individual and class rights. Introducing effective contraceptives, legalizing abortion, establishing child-care centers and even affirmative action legislation provided the means for women to once again engage the world outside their socially-imposed domain—the home. Women began entering college and the workforce in surprising new numbers.

This social momentum had to have an effect on the conservative church, and it did, although the Church was slow in responding. Whereas the Methodist, Holiness, Presbyterian, and other s were at the forefront of the women’s movement in the eighteenth and nineteenth centuries, they were a decade late in responding to the resurgence of gender rights in the latter half of the twentieth century (Saucy 39).

From the mid1970s into the early 1980s the Church seemed to reel from repeated blows as men and women introduced new or defended old ideas on the gender of God, interpretations of biblical texts regarding gender hierarchy in the home and church, and, of course, the ordination of women. In 1978 and 1983, Mary Daly wrote influential books that were instrumental in naming theological error as sources of women’s oppression. However, her desire to revise the Bible to suit her beliefs, rather than using the Bible to defend them, caused greater tension in the Church (Saucy 41). The debate over feminism began to split into liberal and conservative theologies, then the conservative track divided again into complementarian and egalitarian views. Essentially both complementarians
and egalitarians are trying to reform the Church today “but they are doing it in two
different ways. Whereas complementarians want Christians to believe that women’s
worth is equal to men’s, egalitarians want Christians to believe that women’s rights are
equal to men’s” (Sumner 40).

Complementarian View

Complementarian teaching is strong in many conservative seminaries in America
today. Complementarians believe in the equality of women in value and essence, but also
believe in limited roles for women in church leadership. In 1991, Baptist John Piper and
Vineyard charismatic Wayne Grudem edited a comprehensive collection of material that
responded to feminism titled Recovering Biblical Manhood and Womanhood. In it they
address all the major exegetical and theological concerns related to church history,
tradition, social influence and hermeneutics.

John Piper is a leading theologian and prolific author who is highly regarded
among conservative Christians. In his book, What’s the Difference? Manhood and
Womanhood Defined According to the Bible, Piper says “To the degree that a woman’s
influence over man is personal and directive it will…controvert God’s created order”
(44). Piper reads literally the biblical passages about God created man first which makes
him the preeminent one in a relationship, and Paul told Timothy that women are not to
speak in the church but are to learn from their husbands at home. Piper’s wish is that all
Christians would stop focusing on their own selfish desires and rights and, instead, pour
their energies into serving God. However, his view of women’s roles in church activities
precludes women from certain opportunities for doing just that—pouring their energies
into serving God. His interpretation of scripture is supported by the church doctrinal statements of at least two churches represented in the population of my research, the Baptist and the Presbyterian.

However, what I find interesting is that, although the church doctrinal statements and Piper’s book speak with authority based on traditional church documents, the actual Westminster Standard used as the single most critical source of doctrine feeding the two church’s current statements, does not say anything about women’s and men’s roles in the church. In fact, the sections pertaining to marriage say nothing of the man’s superior position over woman, and the section pertaining to relating to one another in the church says, “All saints, …being united to one another in love…have communion in each other’s gifts and graces, and are obliged to the performance of such duties, public and private, as do conduce to their mutual good, both in the inward and outward man” (27). Although it uses the male pronoun “man” to refer to all people (a practice that, until recently, was common in many English-speaking contexts) in no place does the Westminster Standard specifically delineate roles, offices or gifts separately to men and women.

Egalitarian View

Egalitarianism, represented by Christians for Biblical Equality, which was founded in 1987, grew out of a movement that favored equality for women in the church but opposed liberal approaches to reinventing the Bible to suit feminist agendas (Saucy 43). Egalitarians hold to conservative doctrines, but believe women are equal in all aspects of faith and practice with men; that is, women should not be withheld from any
church office because of gender alone. Sarah Sumner, though not a member of Christians for Biblical Equality, has written a careful text addressing these same claims.

Four hundred years after Fell wrote a thorough and convincing study of biblical texts relating to women’s status in the Church, Sumner addresses the very same texts. *Men, Women and the Church* presents a careful exegesis of key passages of scripture relating to women’s roles both in church ministries and in family relationships. Sumner courageously chooses difficult passages often used to defend male dominance in relationships and work, and offers a scholarly alternative to traditional interpretations based on her knowledge of the original biblical languages (Hebrew, Arabic and Greek), and the Jewish and Greek cultures, which were dominant influences at the time and for the audience of the New Testament writings.

Fell’s argument developed further in Sumner’s work, allows for a cultural interpretation of the New Testament Scriptures regarding women’s submission to men in silence. Unlike boys who attended rabbinical schools, women were typically uneducated in formal institutions in the first century and disallowed from spiritual services. Even the Jewish temples had women’s courts that prevented them from entering into the holy places of worship. Christianity introduced the idea that women were as valuable as men in the context of the Church; this thought was revolutionary to both men and women. Suddenly women have access to Scriptures, teachings, and services previously denied to them. In their thirst for knowledge and understanding they very likely could have been interruptive in services. Sarah Sumner suggests, “As a professor, I know how unlikely it is for people to be quiet when they are being taught something revolutionary that undermines the framework of their thought… it’s feasible to believe that the women in
Ephesus were somewhat argumentative whenever they heard the gospel. It didn’t fit their former paradigm” (240). Very likely the issue of women’s silence in the church was timely and culturally specific.

Along with this understanding, Sumner expounds on other Scripture passages that have been the focus of debates in the Church. Her credentials (Ph.D., Trinity Divinity School, chair of the department of ministry, and associate professor of ministry and theology, Haggard School of Theology, Azusa Pacific University) and her careful, caring writing style afford her impeccable ethos among her readers. Furthermore, many male and female Christian scholars have corroborated her research and provided strength to her argument.

The Significance of this Information

A careful study of the historical context for the question of women’s equality versus their delegated roles in the Church provides a framework in which to evaluate current religious rhetoric. It’s important to see this issue as it is, steeped in centuries of tradition and doctrine based on a book generally accepted by Christians to be the foundational and authoritative source of instruction. Churches fall on one side or the other of the issue based on how they interpret key biblical passages—interpretations often influenced by history and culture. As a result, what was identified nearly a millennium ago as a problem that needed to be addressed is still a topic of current debate in the Church.

Nearly two millennia have passed since the birth of the Church at Pentecost. In the first millennium, there is little evidence to refute the idea that men maintained full
authority and power in the Church. Rhetorical documents reveal that in the second millennium women began to gain a voice and challenge restrictions placed on them. In light of the progress of history, individual churches within the conservative, Protestant community today have to reexamine biblical passages, determine their positions on this debate, and align themselves with either a complementarian or an egalitarian view (or insist on an interpretation outside of these two options.) The majority of the churches attended by the research audience align with the complementarian view and teach that women are equal to men in nature and value, yet they are denied the right to fill top positions of leadership in the Church. One question arising from this doctrine addresses gender bias. Based on these teachings and historical practices in the Church, do men and women who attend these churches today show evidence of gender bias? Male dominance? One way to observe whether they do or not is through a study of their language use.

As de Pizan wrote, language is the tool “that transcends gender” and facilitates the transfer of knowledge without bias. Unfortunately, language is also the tool that can brand gender, facilitating the transfer of bias within knowledge. This will be described in greater detail in the next chapter.
CHAPTER FOUR: GENDER BIAS IN SOCIAL RHETORIC

Invisible Men and Marked Women

“Virtually every society of which we have knowledge reveals some differentiation between women and men, and virtually every society exhibits patterns of gendered inequality and male domination” (Kimmel 53).

In every society, different groups of people rise to positions of power for various reasons. Some social orders grant authority to the educated, some to the wealthy, some to those with a certain family heritage. But in nearly all groups of people throughout history, power, granted by something as arbitrary as gender, has been the sole right of the male species, and with it, the privilege of invisibility. Universally, the powerful group, whomever they may include, becomes the standard against which all others must be compared, a reality that shapes social definitions. As Romaine points out, “Those in power determine whose version of reality prevails, whose ways of behaving and speaking will be seen as normal, and whose ways deviant. …In this way male values become the values of society at large” (10).

In American culture, from the time of our founding fathers, typically middle (and upper)-class white heterosexual Protestant men have held the rights to make the rules, set the standards, and define what’s acceptable in the social, political and religious arenas for the good of this nation. They have also had the privilege of assuming roles of authority and power in social institutions for two centuries, cementing themselves as the self-appointed rightful owners of these positions. As a result, the generally-accepted understanding of a social norm can be identified in the image of the white middle- or
upper-class heterosexual Protestant man. Men are the powerful and, therefore, the invisible, self-created norm—the default paradigm.

Since they are the norm, everyone else must be defined as he or she compares to them. In one sense, men are invisible because they are the first assumption, the standard that does not need to be defined. It has also been said that women are invisible because men are the first thought and therefore women are invisible, the non-thought that needs to be identified or named to be noticed. But for the purposes of this paper, I will maintain that men are the invisible standard.

Women, then by comparison, or blacks or homosexuals, or anyone other than the norm, must be identified by the ways in which they differ. A social grid exists and where gender lines intersect “only men have the luxury to pretend that gender does not matter…because when you are the dominant power in the world, everyone else needs to be named” (Kimmel 7). For example, if one were to refer to the mayor of Omaha, Nebraska, it could safely be assumed that the listener’s first image might be that of the socially-prescribed man mentioned earlier. So, if the mayor of Omaha were not such a man, he or she would need to be identified more specifically, say as the “black female lesbian mayor of Omaha” until a new and correct image were established in the listener’s mind. This isn’t to say that all people ought to be referred to by this association, but rather to point out that when referencing a power position, society in general automatically assumes a white middle- or upper-class heterosexual Protestant male image unless instructed to think otherwise.
However this mind-set originated, the fact remains that a gendered attitude prevails in virtually all societies today. Traditionally gender identities have evidenced themselves in social values, roles, expectations and language.

Language and Gender Identity

Language is a powerful tool. It not only describes a reality, it can also alter one’s perception of it. For example, if one were to describe a man as having stringy hair, torn clothing, dirty hands, a few possessions in a shopping cart, and sitting on a park bench with a cardboard sign at his feet asking for money, people may be tempted to name him as a lazy bum, a homeless person, a social loser, or whatever, and be unwilling to stop and help him. However, if it was discovered that this man was the recipient of a purple heart because he had been disabled fighting in the military, and had inadvertently wandered away from a Veterans’ hospital where he had been receiving psychiatric care, he may now be described as an unfortunate hero, a brave citizen deserving our concern; one might be tempted to find a way to get him back to the institution that can assist him. Words are powerful things: bum/heroe; lazy/brave; homeless/citizen. These words describe the same man, but they influence the listener’s attitude and actions in different ways. “The world is not simply the way it is, but what we make of it through language. The domains of experience that are important to cultures get grammaticalized into languages” (Romaine 20). Word usage shapes culture.

Language, then, is a critical component in sustaining or eradicating gender biases in a society. To change a social norm, it is first necessary to change the society’s language.
The English language is a language “made by men for men in order to represent their point of view and perpetuate it” (Romaine 91). Not only are the generic male pronouns glaringly obvious, and not only does the term mankind exclude half the human race, but also specific word choices place values on the understanding of the intended message. For example, again referring to the invisibility of the man, the word work denotes what someone does to earn a living. By comparison, then, a woman who stays at home to care for the family does housework, a marked form of work, because work is understood as the noun describing what the man does, and women’s work is marked according to how it compares to that. The same could be said of other nouns used to identify men and women in varying family roles, i.e., a woman may be called a housewife, but men are rarely called househusbands, they are just the husband, no matter what they do. Also, women who work, are working mothers but men are not called working fathers. Romaine, in her text, identifies many such linguistic implications and shows how the metamessages of such language feeds gender bias. It’s acceptable for girls to be tomboys, but it’s not socially acceptable for boys to be sissies (99). The metamessage says that being male—or like male—is good, impressive; being female is not.

While gender bias does exist in the English language, word choices are not the only ways in which language reinforces it. The way language is used also generates messages of power and position. From infancy, boys and girls are handled and spoken to differently; adults use different tones, inflections and even words to address boys and girls, thereby creating and constantly reinforcing the notion that the two are indeed
different (Romaine 191-192). “Language is the primary means through which we understand the world and our place within it” (Romaine 15).

Furthermore, as children grow, adults impose different expectations on the children’s actions and social interactions. These subtle language cues and cultural expectations train children to see themselves as gendered—different from the opposite—and teach them to judge themselves against the social expectations for their gender. The result is that children often assign a value to themselves in the process. Girls learn the feminine language and worldview, boys the masculine ones.

Conversations, newspapers, television, advertisements, scientific and academic journals, literature, popular music and movies are all forms of communication that send messages about as well as shape our understanding of gender. They are in effect all languages or discourses of gender involving more than words; they may include gestures or ‘body language,’ images, and ways of dressing” yet Romaine adds, “language is central to our constructions of the meaning of gender. (Romaine 4-5)

In her book, You Just Don’t Understand: Women and Men in Conversation, Deborah Tannen attempts to show how men and women approach the use of language differently, but she presents each side as innocent users of a gendered perspective almost without social ramifications. “Eve wanted the gift of understanding, but Mark gave her the gift of advice” (50). “When men and women talk to each other, the problem is that each expects a different kind of response” (61). “The alignment in which women and men find themselves arrayed is asymmetrical. The lecturer is framed as superior in status
and expertise, cast in the role of teacher, and the listener is cast in the role of student. If
women and men took turns giving and receiving lectures, there would be nothing
disturbing about it. What is disturbing is the imbalance. Women and men fall into this
unequal pattern so often because of the differences in their interactional habits” (125). It
would seem in this book, published in 1990, that Tannen sees no social concern with the
different communication styles of men and women. Indeed this is how we would all like
it to be—that women and men are simply different but completely equal and as such
share equal status and power in society. In fact, this idea is borne out in the thesis of
Kimmel’s book, which suggests that eliminating inequality will level the playing field for
both genders, making power struggles related to gender differences a moot point. “I
believe that as gender inequality decreases, the differences among people—differences
grounded in race, class, ethnicity, age, sexuality as well as gender—will emerge in a
context in which each of us can be appreciated for our individual uniqueness as well as
our commonality” (4). However, that belief is not yet a reality.

In Talking from 9 to 5, Tannen admits that gender differences do not come
without gender biases; there is more to the issue of unequal communication than mere
perspective. While asserting that “women’s and men’s characteristic ways of
speaking…make sense and are equally valid in themselves,” at least she admits that “the
difference in styles may cause trouble in interaction” (23 italics added).

Having said all that, Tannen’s work contributes to this research in several ways.
Tannen’s studies identify what many women have experienced but couldn’t put into
words: the effects of being invisible and thus having to be marked in the business world.
Again, men are the invisible standard, so anything other than men must be identified—
marked in some way. Tannen addresses issues such as storytelling, humor and jokes, voice pitch and volume, and other discourse traits, and describes how these affect being heard in business meetings.

She also describes how women are marked by their choice of dress. “I was able to identify the styles and types of the women at the conference because each of us had to make decisions about hair, clothing, makeup and accessories, and each of these decisions carried meaning. …The men could have chosen styles that were marked, but they didn’t have to, and in this group, none did. Unlike the women, they had the option of being unmarked” (Talking 109).

One can easily conjure a picture of the typical business man—his suit, shirt, tie, haircut, even his shoes. For women there is no typical business look—no power color, no business hair style, not even a standard clothing style. Romaine points out that women have to constantly worry about what message their clothing choice is sending. For example, “if a woman wears something too frilly, she will be dismissed as provocative or lacking seriousness, but if she wears something too severe, she is branded a humorless schoolmarm. A woman’s appearance is always available for public scrutiny and comment” (Romaine 224). Not so the man’s. Kimmel corroborates this dilemma, saying, “women who work enter a gendered institution in which everything they wear ‘signifies’ something. …Either way—corporate frump or sexy babe—women lose, because the workplace is, itself, gendered, and standards of success, including dressing for success, are tailored to the other sex” (17).

It’s interesting to note here that two organizations exist, both called Dress for Success. A quick internet search reveals the men’s site where the essential business
wardrobe of success is described and displayed in a video they sell. Not surprisingly, Dress for Success suggests a gray or a navy suit, white shirt with pointed collar, a burgundy or red striped tie and black English brogue shoes. The Dress for Success website for women is a not-for-profit organization that “helps low-income women make tailored transitions into the workforce. Each Dress for Success client receives one suit when she has a job interview and a second suit when she gets the job….Women are referred to Dress for Success by a continually expanding array of not-for-profit and government agencies including homeless shelters, domestic violence shelters, immigration services and job training programs” (www.dressforsuccess.org). Even this simple comparison shows that the image of success for a man is a distinct look that defines business power, while the image of success for a woman is a second-hand suit of any sort that empowers her to move one step away from poverty.

Again in the work place, women are often marked merely by their presence in a professional role. “Many work settings, just like families, come with ready-made roles prescribed by gender, and the ones women are expected to fill are typically support roles” (Tannen, Talking 114). Again, Kimmel agrees. “Since gender…is a system of classification and identity as well as a structure of power relations, it shouldn’t surprise us that virtually every society has a gendered division of labor. There are very few tasks, in very few societies that are not allocated by gender” (Kimmel 172). An example cited by Tannen speaks to a common experience for women in the business world. “A woman who owned her own business found that if she took any man along on business trips, regardless of whether he was her vice president or her assistant, people she met tended to address themselves to him, certain that he must be the one with power and she his helper”
While women remain the minority in the professional world, the unmarked or invisible professional will always be male. One way to begin to effect a change in this unbalanced environment is to raise awareness of how language is used in the business world. Language carries with it powerful implicators that can mark or validate a businessperson; it can be a tool for gaining, wielding, or yielding power.

In *Women’s Ways of Knowing*, Belenky et. al. agree that language is pivotal for affecting a change in social structure and expectations, and they agree that men control language. They argue that male dominance via language is maintained through the education system. “Women have been taught by generations of men that males have greater powers of rationality than females have. …in the groves of academe, in spite of the women’s movement, most of the teachers are still male, although more than half of the students are now females” (217). It is their contention that men have dominated education in America, not only as sole recipients of it in the past, but even now as purveyors of it, and in dominating that field, have held power over women by being the authorities on what and how information is passed on to the students. The authoritative male professor image diminutizes women in the classroom. In this way, men use their position, image, knowledge, authority and language to dominate women in the one place where women are given the hope of breaking free from the social mold that has shaped their past.

**Language and Gender Markers**

Although these and many other factors contribute to the problem of male dominance in American society, in this research project, only language will be used to
identify indications of gender bias. Studies on language have revealed patterns of usage and patterns of thought that feed the gender divide. The data collected for this project have been analyzed and presented according to what has been identified in Romaine’s, Kimmel’s and Tannen’s works as empirically-validated gender trends.

One misnomer often touted as fact is that women talk more than men. In several studies, researchers have learned that, in actuality, men generally talk more than women, both in number of words and time spent talking (Tannen 234, Romaine 160). In one study conducted by Herring and quoted by Tannen, revealed that “with one exception, the men spoke more often and, without exception, spoke longer….The longest contribution by a woman was still shorter than the shortest contribution by a man” (Talking 280). Romaine also cites Susan Herring’s studies revealing that “men ‘talked’ more than women, even on woman-oriented discussion lists where female subscribers were in the majority. On a list started in late 1996 where only 6% of the subscribers were men, Herring found that nearly half the men (45%) had posted messages compared to only 28% of the women. Men’s messages were also longer than women’s” (160).

It was unclear whether the studies on quantity of words spoken were conducted in meetings where men hold positions of authority over women, women over men, or men and women shared authority on some level. The results noted from the transcribed tapes of meetings with the Communications Department offer different results from these studies, which will be discussed later.

Another general marker of power is interrupting. Tannen says, “It’s almost a truism that interrupting others is a way of dominating them” (Talking 232). However, she continues to say that studies conducted by Deborah James and Sandra Clarke
revealed no pattern of interrupting by men or women, whereas Romaine cites studies conducted by Pamela Fishman (1978) as concluding that men “interrupted women three times as often as they themselves were interrupted by women” (Romaine 157). In fact, “in a series of articles, Don West and Candace Zimmerman claimed that men interrupt women more than women interrupt men, that men interrupt women more than men interrupt men, and that men interrupt women more even when women are in relatively more powerful positions (i.e., a female physician with a male patient)” (157).

A point of consideration here is whether the intrusion is meant to be an interruptive power-play or merely an overlapping of speech, a blending of conversation. Deborah Tannen says the key to telling the difference between overlapping and interrupting is by observing who ends up speaking in the end. If there is balance between the speakers, that is, if the speakers take turns giving in and holding on to the right to speak, then overlapping is occurring. However, if the same person always acquiesces to a dominant speaker, then more likely the intrusion can be viewed as interrupting (Talking, 233).

Men tend to dominate conversations and often respond to conversational offerings with a story. Phil Donahue is quoted by Romaine as saying:

If you’re in a social situation and women are talking to each other, and one woman says, “I was hit by a car today,” all the other women will say, “You’re kidding! What happened? Where? Are you all right?” In the same situation with males, one male says, “I was hit by a car today,” I guarantee you there will be
another male in the group who will say, “Wait till I tell you what happened to me.” (165)

In contrast, a study conducted by Susan Kalcik reveals that women tell stories in cooperative styles, inviting interaction as the story progresses. Often women will begin a story with an apology of some sort, and stories will never really end but rather suggest an idea to another who will begin to tell another story. Women do this as a way of showing support for one another by sharing stories rather than competing with them (Romaine 166).

Both Tannen and Romaine discussed the power of the story. As a communication tool, the story falls clearly along gender lines. Women typically tell stories that dramatized relationships, while men tell stories more about themselves. “The men’s stories tended to be about male characters acting alone and being successful, whereas the women’s stories stressed the importance of community” (Romaine 166). “For the most part, the stories that the men told made them look good. …Many of the women told stories that made them look foolish…the women’s stories tend to be about community, while the men’s tend to be about contest” (Tannen, Understand 177).

Very common in both private and public discourse is the tendency to use metaphors or examples drawn from male topics: sports, military, cars, etc. Rarely are illustrations or examples cited using topics like children, cooking, sewing, etc. (Tannen, Talking 122). This is particularly true in the Church, where male-topic metaphors and even jokes about women ring from the pulpit unchallenged. “The sense of shock almost always present in the face of racial discrimination is curiously absent when it comes to gender prejudice…It is important to note here that while both men and women may tell
jokes at each other’s expense in the company of their own sex, it is very different to tell those jokes publicly in a setting that is as authoritative as the pulpit” (De Rosset, excerpt from *Building Unity*).

One marker in discourse that reveals an internalization of gender bias is tag lines. Tag lines are disclaimers offered before speaking to absolve the speaker of guilt if anyone should object to the message. Generally studies have shown that women use tag lines more frequently than men. However on this issue, Tannen and Romaine reverse roles. Romaine says of a dozen studies conducted between 1976 and 1980, “six found that women used more tag questions than men, and five found that men used more than women. One study found no differences between men and women” (156). Tannen, on the other hand, says, “Many people (especially women) try to avoid seeming presumptuous by prefacing their statements with a disclaimer such ask, ‘I don’t know if this will work, but…’ or’ You’ve probably already thought of this, but…” (279).

Romaine quotes a study done by Robin Lakoff in which she identifies a number of other speech characteristics peculiar to women that give the impression women are “tentative, hesitant, lacking in authority, and trivial” (154). These markers will be used to form the basis for evaluating the data gathered for this research project.

- Tag questions: “That’s a beautiful picture, isn’t it?” Some studies indicate that women often add these onto statements to illicit a favorable response, suggesting women lack in confidence.
- Rising intonation, sounding like a question when a declaration is expected. “A reply with a rising intonation is taken to be a sign of her insecurity, hesitancy to assert herself, and inferior status” (Romaine 156).
• Empty adjectives that express the speaker’s feelings: *divine, adorable, charming, cute*. Generally, this is assumed to be a female trait since “the intellectual world of ideas is masculine, whereas the internal world of emotions is feminine” (Romaine 34).

• Women’s vocabulary: descriptive color terms like mauve, chartreuse and apricot are used more often by women than men.

• Frequent use of emphasis or speaking in italics: “We were *thrilled* to see you there!” Adding emphasis suggests the person speaking doesn’t have enough authority to convince the listener with words alone, so adds emphasis to ensure conviction.

• Intensive *so*: “I like him *so* much!” Similar to added emphasis; an inflated use of hyperbole often assigned to women.

• Politeness devices and hypercorrect grammar; fewer swear words.

• Hedges: *well, you know, kinda, sort of,* and qualifiers like “I’m not an expert on this but,…” Like tag questions, hedges show evidence of indecisiveness or insecurity.

• Lack of jokes: women don’t tell jokes as often as men.

(Romaine 154-155)

Language is a powerful medium, carrying messages and metamessages that shape or reveal ideas, concepts, and actions. People’s understanding of themselves and their place in the world is internally constructed—strongly influenced by their interaction with the various discourse communities to which they belong at each stage of life. These personal concepts, particularly regarding gender identities, are revealed through language
use: specific markers are alleged to expose specific attitudes or self-perceptions.

Throughout history, the Church has used language to convey the concept that women and men are equal in value but unequal in abilities or rights to certain positions of authority. The language patterns of people attending churches that teach these doctrines should reveal personal perceptions influenced by these teachings.

In chapter five, electronic and oral discourse samples from the research community will be analyzed according to the above-mentioned markers and presented in tables. In chapter six, observations will be discussed based on the historical and the empirical data gathered and presented here, and conclusions will be offered in answer to the thesis question: Does the conservative religious training of the Church influence the professional interaction of Christians? Will there be signs of gender bias relating to religious positioning in the communications observed or will there be signs of an understanding of equality based on church teaching on intrinsic value?
CHAPTER FIVE: DATA PRESENTATION

To adequately research and analyze the discourse of this community, I have gathered samples from two modes of communications: oral and electronic. In this chapter I will discuss the process of data collection and presentation, and present the results of my findings in tables.

Oral Discourse

To obtain samples of oral discourse markers, I audio taped and transcribed two department meetings and one lunch room conversation. Department staff meetings occur every Thursday morning and everyone in the communications department who is in the office is required to attend. There are 18 staff members: six men and twelve women. The lunch room conversation involved two men and three women, one of whom was the partnership liaison (PL), one of the three female leaders in the department.

The Staff Meetings

The two staff meetings were held in the conference room adjacent to the communications department. The staff members sat in a large square around six-foot tables placed end-to-end. The room had white walls and electronic media equipment available, a white board, and one wall of windows with blinds covering them. The atmosphere could be staid except for the fact that the leadership team brought candy and brownies to staff meetings, and the staff members seemed to enjoy a congenial working
relationship. The three women on the leadership team (the VP, the DM and the PL) ran the meetings; subsequently they did most of the talking.

The first meeting began with a brief, casual discussion about some funny ads the vice president (VP) had brought in. When the meeting officially began, the VP gave a report on the appointment of a new senior VP, and recounted a meeting she had had with the president of the organization. The PL reported on the status of a DVD project that had been cancelled, and the director of media (DM) gave an update on the development of an information data base that would affect the web site, which is maintained by the communications department. During the reports, generally, the staff remained quiet. At appropriate times they asked questions. During the meeting, five men and three women spoke, which means one man and six women did not participate in the meeting verbally.

The second staff meeting started with lighthearted talk about people’s impressions of different countries in Europe, then the VP called the meeting to order and the discussion turned to office issues. The PL spoke for most of the meeting, giving information about an upcoming conference all the communications staff members were to attend. She gave detailed information about what was scheduled and how the conference would run. This was a quiet meeting; there was not a lot of staff interaction with the material. Some questions were fielded by the leadership team toward the end of each topic, but overall, only a few people spoke.

The following table displays discourse markers observed in the two staff meetings.
Table 1
Oral Discourse Marker Chart

<table>
<thead>
<tr>
<th>Discourse Mrkr</th>
<th>Total # Occur</th>
<th>Male Staff</th>
<th>Female Staff</th>
<th>Female Leaders</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apologies</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tag Lines</td>
<td>3</td>
<td>1</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Hedging</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Women’s Vocab</td>
<td>3</td>
<td></td>
<td></td>
<td>3</td>
</tr>
<tr>
<td>Empty Adj</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Personal Story</td>
<td>7</td>
<td></td>
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<tr>
<td>Male Topics</td>
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<tr>
<td>Female Topics</td>
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<td></td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>Interrupting</td>
<td>5</td>
<td>1</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Overlapping</td>
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<td>2</td>
<td>3</td>
<td>7</td>
</tr>
<tr>
<td>Polite word</td>
<td>4</td>
<td></td>
<td></td>
<td>4</td>
</tr>
<tr>
<td>Clarification</td>
<td>12</td>
<td>7</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Humor</td>
<td>48</td>
<td>13</td>
<td>2</td>
<td>33</td>
</tr>
<tr>
<td>Rising Inton*</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*This will be discussed at length later in the chapter.

Observations from the Staff Meetings

It would be difficult to make a claim in general about which gender talked more since the meetings were run by the leadership team consisting of three women. However, during the question and answer time, others occasionally spoke up. Three men did not ask any questions during the meetings; one man asked a question only once. Of the remaining two, one man seemed more comfortable asking questions of clarification, and
once the conversation was flowing the second added a few questions and comments of
his own, though never initiating an interruption.

Of the staff women, one woman spoke once, very quietly during a lull. Otherwise
all but two were silent. Of the two, one woman asked just one question in each meeting;
the other seemed comfortable asking questions of clarification during the meeting, adding
personal comments periodically.

This information reveals that, among the staff, the men spoke more frequently
than the women, but not dramatically so. When any of the staff contributed to the
meeting, they usually began with a question for clarification that generated a short
discussion. Generally, the questions posed were short and to the point, while the answers
given by the women in charge were lengthy. So although it may appear as though women
spoke longer than men during the question/answer time, in actuality, the only women
who spoke longer were the leaders when they were answering the questions. For
example:

Male staff member: “How are we intending to be /?/ passive or passing it on or
…”

…to which all three women replied.

VP: at least as we talked about this before, and we can talk about it again. It
would have a survey element, as well, plus, always an opportunity for
involvement, funding, praying, um…probably more options, …we’ve talked
about Foundation maybe having a blurb in there, uh…

DM: It’s still in process.
VP: Yeah, it…

PL: But it still falls within the “pass it on” mentality of “here’s a piece that you may keep it but you may also decide, ‘I’m going to pass this on to somebody I know who teaches a Sunday school class or a Christian teacher or somebody I know that homeschools cause that’s a,… gonna be a great resource’” or it’s a …

VP: We talked about running extra, too, so that people …you know, ‘cause some people may not want to give theirs up but they’d love to have one, you know, for their Sunday school class, too, so the idea is that people could purchase reasonably… additional copies.

Humorous comments, aside from those interjected by the PL, were almost entirely contributed by the two men.

During the meetings, the only people who interrupted the conversation were the three women on the leadership team. Usually that happened when someone was posing a question, and one of the women wanted to respond before the question was finished.

Male staff person: I’m kind of more interested in how are we intending to be /?/ passive or passing it on …

VP: (interrupting) No it would have,..

Male staff person: or /?/ …

VP: (overlapping) at least as we talked about this before—and we can talk about it again—it would have a survey element,…

Not once did a staff person interrupt a leader while she was speaking.
However, overlapping occurred freely, particularly when the questions and answers were bouncing back and forth several times for further clarification, or when general discussion broke out, like at the beginning when people were looking at the funny ads. There were many instances of overlapping talk, and the staff and leaders seemed equally comfortable with it.

During the two staff meetings there were only a few instances of personal stories being told and they were always told by the VP. At the beginning of the second staff meeting the group was talking about countries in Europe they had visited and the VP began to tell of a trip she had made through southern France. Although others were mentioning other ideas for stories, the VP kept coming back to her personal experience. Yet, whether out of interest, respect, or a political understanding of the levels of power in the group, no one else pushed to tell their own story.

VP: I don’t know, I mean Paris is nice but if I could go anywhere, I would go…

Male staff person: Spain!

VP: to Provence, back to Provence,

Female staff person: Where?

VP: To the hills of Provence. We happened to be there, we just drove through, you know, and we just happened to be there and all the lavender fields were in bloom and all the sunflower fields were in bloom. There’s these beautiful hills, and it looks like California when you go there, um, there’s these beautiful rolling hills in the soft, gold light, and these beautiful old stucco houses that just have an orangey, goldy,
Female staff person: We have stucco.

Female staff person: (in the background) And June in southern England,…

VP: And there’s towns with a fountain in the middle and a pastry shop on each corner,…

Male staff person: Sheesh, me and my big mouth.

Female staff person: And then Judy could tell us about ten more places in Europe,…

Female staff person: Where is that?

VP: Provence. We just drove through. We did stop for pastry.

Female staff person: So, in Paris,…

(overlapping conversation)

VP: Actually, everybody we met was wonderful, they were friendly, they were dying to speak English with them, a lot of them were studying English so it wasn’t that thing you always hear about, “oh, they don’t talk to you if you can’t speak French, whatever.” I mean, everywhere we went, the store clerks…I mean everybody…

Male staff person: Was Tom carrying around flutes?

(laughter)

VP: Tom /?/.

Male staff person: Now it’s all clear.
VP: The people were just lovely, so..

Female staff person: Now it’s about time. /?/…

VP: Kate loved Italy. Okay, let’s all go to Europe.

(overlapping conversations)

VP: Okay, ahem…we had called this meeting to order, then we all went to Europe.

This lengthy quote demonstrates how the VP, although a woman, showed signs of male traits rather than female traits in her storytelling. When the topic of Europe came up, she launched into a first person story, and although others suggested other possible stories that could stem from that, she continually came back to her own experience, then added her daughter’s personal love for Italy at the close. When she finished what she wanted to say, she called the meeting to order and began the business of the day as opposed to allowing others to tell their stories.

Other than this incident, there were no overtly personal stories shared except during the time the VP updated the staff on her future, since she had, at the time of this recording, officially resigned from her position as VP but had not taken on a new job yet. That information, while still personal, was related to the concerns of the department as a whole, so I didn’t consider it an interjection of a personal story. An analysis of this will be discussed further in the next chapter.

Probably most notable for its absence were male metaphors and male topics. Typically in reports presented by men, metaphors, examples and stories about subjects of interest to men punctuate the presentations. These two staff meetings had very specific
agendas, and, in the presentation of the material, there were very few metaphors or stories used at all. A couple times, as a humorous side note, the PL referenced something off the subject, like finding a person to clean her house, or raising money for Bible translation by scalping tickets to the conference, but throughout the two meetings there were no references to specifically male-related themes or subjects of interest.

Also missing from these presentations were some very typical female discourse markers. None of the three women leaders used empty adjectives, tag lines, apologies, or intensifiers to enhance their reports, as is typical among women. The VP and the DM particularly, spoke in a professional manner, presenting information in straight-forward sentences, not cluttered with evidence of female insecurities often associated with the afore-mentioned markers.

The PL, while not using those particular markers, did, however, make extensive use of two other gender-issue identifiers: rising intonation and humor, at least one of which is often associated with issues of insecurity or inferiority. Deborah Tannen and Suzanne Romaine both make statements about rising intonation as a language marker: “Like so many ways of talking that are characteristic of girls and women, when looked at from the perspective of status, this rising intonation could be interpreted as a request for approval, and therefore evidence of insecurity” (Tannen, *Understand* 253). “The use of a high rising tone at the end of an utterance, especially when making statements, was also seen as an indication of women’s tentativeness and lack of confidence in putting forward their views” (Romaine 156). I quote both these sources to strengthen my argument because the occurrence of rising intonation, especially coupled with humor (but not jokes), happened so frequently in the PL’s presentation, it would almost seem unlikely
someone that insecure could have reached such a high level of authority in a business. Whatever the reason behind the action, this particular marker occurred too often to track. Furthermore, I could not rate the three women collectively on this issue because the one was so prolific in her use of it while the other two showed virtually no sign of it in their speech patterns at all.

What’s interesting to note is that this same person dominated the conversation in the lunchroom, yet in that context, rarely used rising intonation and humor in her speech patterns. This phenomenon would give credence to the above research, suggesting that during the staff meetings she was less secure about her position, authority or acceptance by the group and so more tentative in her speech patterns, while in the lunch room she felt as though she was on a more equal plane with her colleagues, thus making the tentative speech patterns unnecessary.

**The Lunchroom Conversation**

Besides the PL, the other people involved in the transcribed lunch room conversation were two other women and two men. The dialogue lasted about half an hour; other conversations were happening simultaneously in the background but for the purposes of this research, only one group’s discussion was recorded and transcribed. This conversation took place at the office in the break room located in the center of the communications department. The room only seats ten or twelve people around two small, round tables, so the setting was casual and intimate in a friendly sort of way. Everyone in the room either worked in the communications department or was a close friend of someone who did.
The topics covered in the conversation were: the television show *Survivor*, several news events (Iraqi war, a bowling alley incident, an abusive family), and President Bush’s *State of the Union* address. Because the conversation flowed and overlapped fairly steadily, it was difficult to chart discourse markers in a table. Overall, the women dominated the conversation. In the transcript, of the 212 incidents of speaking (one incident being counted as the amount of talking one person did at one, whether it was a few words or a whole paragraph, and whether they spoke alone or overlapping with another), 137 occurrences were women and 75 were men. Of those, 21 of the women’s and 19 of the men’s were humorous, which translates to mean 15% of the women’s comments and 26% of the men’s were humorous. Overall, then, in casual conversation, the women spoke more often but the men used more humor.

In the course of the conversation, the PL interrupted others frequently and continued talking until others relinquished the floor to her. Ten times she interrupted men and three times women. In contrast, the men interrupted women five times, and overlapped with each other just three times. While overlapping, both men continued to give and take equally during the time they were speaking only to each other.

There were no blatant incidences of people injecting personal stories. Once the PL talked about a conversation she had had with her father related to the topic of discussion, and once a man mentioned he and his wife had been talking about the same issue recently, but other than those brief references, no one launched into personal stories during the conversation.

The topics discussed were generic. A brigadier general’s comment about the war in Iraq held everyone’s attention for awhile; the topic was introduced by the PL.
other topics of conversation included *Survivor* (a television show watched by both genders in the group), news events, and food. No gender-marker cues could be taken from the topics of discussion, except perhaps the subject of food, but that began with the PL asking one of the men what he was eating.

There were no apologies, tag questions, tag lines, empty adjectives or other clear markers that showed up in this conversation. Generally, without indications of who is speaking, it would be difficult to assign a gender to the discourse lines:

They just drop them all off on the island with nothing, no /?/, no instructions, no nothing. They just drop them off on the island,… and leave them there.

Wait, that’s this season?

But …that’s the new one.

They have to keep camera people around there or we won’t know what happens...

There’s a camera but I mean, it’s not like they say, “Here’s your stuff and here’s the plan and you’re all on teams and”….it’s just they just drop them off …

Do they let them carry what’s in their pocket or something, or do they strip them of everything in their pockets?

They haven’t sho…they haven’t shown that. They don’t show that. What they’re promoting is that before the first episode is over three people go home.
Electronic Discourse

Electronic forms of communication are prolific amongst the communications staff. It is by far the mode of choice for communicating anything from passing along jokes and e-cards to reviewing the minutes of the last department meeting; from establishing policy for new procedures to exchanging documents for strategic corporate communications pieces.

The data presented here comes from emails collected by people in the communications department who voluntarily copied me on their correspondence. This presents a problem in that it relied on people’s willingness and memory to copy me. From the leadership team, I have many emails from the VP and the DM, but only two from the PL. I will present an overview of the information gathered from electronic sources in Table 2, then discuss the results following that.

I examined a total number of 111 emails, 37 from each of the three groups: male staff members, females staff members and female leaders (the VP, DM and PL.) Occurrences of various gender markers were noted, counted and tallied in a table, presented below. Keeping each category equal allows for the results in the table to be compared easily and to be directly relational.

Markers observed included apologies, usually offered by women as openers to deflect potential ill-feelings, or as a sign of timidity and lack of self-confidence. For example, “I’m sorry to bother you with this, but…” tags and hedges, which are personal disclaimers, like, “I may not understand correctly, but…” or “I’m not an expert on this but…” Qualifiers are phrases added to sound less assertive. For example: “These are just a few (hopefully helpful) suggestions.” Intensifiers are words or symbols used to
strengthen the impact of a message, like writing a word in all caps. *Polite conversation* refers to emails that open with casual, friendly conversation before addressing the purpose of the transmission; *praise* is direct compliments given to the recipient of the email. *Urgency* is usually noted in the “Subject” field or indicated by strong word choices and/or significant intensifiers. *Empty adj* refers to adjectives and adverbs used to add a convincing measure of truth to a statement, like, “it was the most stunningly beautiful display of deep and ardent love I had ever seen.” *Casual WC* means casual word choice. This showed up in the use of familiar terms (Rockin’!) and nicknames, including using initials instead of full names, which happened often between a few people.

An email was considered long if it went beyond one page, and counted as short if it was less than five sentences. Long sentences had more than 20 words; short ones less than 10. Salutations were marked as either *warm* (friendly, “hello Jon”), *direct*, without an opener (Jon:) or non-existent (*no sal*). The same principle was used to mark closures to the emails.

Typographical and grammatical errors were noted with the exception of comma usage, since that varies according to personal style of writing and style manual of choice. *Directives* are instructions given brusquely, directly with no softening words in the request. A *polite req*, by contrast, is a request given gently, as in, “would you be able to send your pdfs to me today?” *Polite words* refer directly to the use of “please” and “thank you.” *Exclam pts* are exclamation points. A mark was made for each point noted, even if more than one occurred in the same email; however, in the rare instance where two or three were used together after the same word, a mark was placed under *intensifier* or
urgency rather than *exclamation point* since that seemed to be the intent of the multiple use.

With those markers identified, following is the collection of data taken from the communications department emails.

<table>
<thead>
<tr>
<th>Discourse Mrkr</th>
<th>Total # Occur</th>
<th>Male Staff</th>
<th>Female Staff</th>
<th>Female Leaders</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apologies</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td></td>
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<tr>
<td>Tags/Hedges</td>
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<td>Qualifiers</td>
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</tr>
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<td>Warm sal</td>
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<td>Direct sal</td>
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<td>No sal</td>
<td>18</td>
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<td>7</td>
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<tr>
<td>Discourse Mrkr</td>
<td>Total # Occur</td>
<td>Male Staff</td>
<td>Female Staff</td>
<td>Female Leaders</td>
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<td>Direct close</td>
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<td>Exclam pts</td>
<td>40</td>
<td>13</td>
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<td>14</td>
</tr>
<tr>
<td>Ellipses/dashes</td>
<td>87</td>
<td>17</td>
<td>19</td>
<td>51</td>
</tr>
<tr>
<td>Smiley faces</td>
<td>33</td>
<td>9</td>
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<td>17</td>
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<td>Lists</td>
<td>12</td>
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<td>5</td>
<td>2</td>
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<tr>
<td>Humor</td>
<td>9</td>
<td>6</td>
<td>2</td>
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Once again, grouping the three women in leadership together skews the data slightly since they each have a distinctive style of writing. However, this data reveals several patterns that are helpful. For example, the VP uses more smiley faces than the other two (14 of the 17 noted.) The PL uses more intensifiers, usually by putting words in all capital letters, bolding certain text, or by striking several exclamation points together after a statement. “ON the other hand, ….IF we feel any concern…” “I’ve honestly NO IDEA how they interact…” That sentence has two intensifiers: “honestly” (as though the reader would assume otherwise), and capital letters to reinforce the statement. It would
appear the PL was not confident that simply saying “I have no idea how they interact…” would have conveyed her message convincingly enough. From the data collected, the PL generally wrote longer sentences, and the DM wrote shorter emails on average.

As in the oral discourse research, there is a very low occurrence of apologies, tag lines and hedging, empty adjectives and first person stories. However, as low as the numbers are, it’s curious to note that no leader offered an apology, and all four occurrences of hedging were done by women. In one case a woman leader used a male-topic metaphor, “it looks like all systems are go:-). ETA—we’re looking at…” “All systems go” is associated with the military or space program and “ETA” is borrowed from the airline industry. While none of those professions today are exclusively male domains, historically they have been, so the invisible male image would be the one most likely associated with these terms, making these male-topic metaphors. However, like so many other male metaphors, they have been used for so long that they generally go unnoticed – they, like men, have become invisible.

Other notable results include:

Qualifiers: staff women used twice as many as the leaders did, and the leaders used three times as many as the men. “I sure hope you don’t mind.” “Would that be all right?” “These are just a few (hopefully helpful) suggestions.”

Intensifiers: female leaders used intensifiers more often than the men and women staff members combined.

Praise: the staff members, both men and women used more than double the number of praise comments noted by the leaders.

1st person stories: surprisingly absent from the men’s data.
Casual language: not surprisingly, men used casual language far more than the women. “So there ya go. I’m now an electronic media dude.” “Hey you two. FYI.”

Warm salutations: the women staff members used a warm greeting more than twice as often as the other two groups. By contrast, the men and the female leaders used warm salutations about equally as often.

Direct salutations: the men staff members and women leaders used nearly equal numbers of direct addresses, while the women staff members used very few.

Ellipses/Dashes: the women leadership team used a prolific number of ellipses and dashes in their emails; more than the other two combined.

Smiley faces: same results. The women leadership team used more than the other two combined.

Humor: followed social trends. Men sent twice as many humorous emails as all the women combined.

Because people were able to be selective about which emails they forwarded to me, these results only reflect what was evident in the 111 emails evaluated. While this may present a close approximation of the attitudes and habits of the group, it may also fall short of the actual reality.
CHAPTER SIX: ANALYSIS AND CONCLUSION

The data collected from both oral and electronic discourse samples reveal some surprising patterns that run contrary to expected social norms, and others that are exactly as researchers have suggested. It’s encouraging to note that although some typical gender bias markers remain, many are changing. And while indication of change is promising, it’s also important to remember that no one way of speaking is the correct way; both male and female patterns hold merit. Ideally, one would like to see the best of both genders evidenced in all discourse patterns, free from accompanying assignments of power. Women have much to offer to the field of interpersonal communications. Recognizing their use of polite language and empathetic listening skills among other things, and incorporating those markers into a universal set of good communication skills along with men’s ability to be direct, unapologetic or hedging among other traits, would assist in eliminating gender bias in language use.

In the context of professional discourse, it would behoove people to adopt the strengths from both female and male gender markers to develop a language that serves all equally. Through raising awareness of this issue, the Church can become a place where this new language is learned and practiced, and the best place for that awareness/education to begin may be in church-related businesses that don’t directly threaten the institution—businesses like BFA.

So, in the community researched, do the people reveal a gender bias in their discourse based on role delineations as taught by ancient church doctrines, or do they
show evidence of embracing the teaching of equality expounded by the church? An analysis of the data reveals some surprising answers to that question.

Studies cited in this paper indicate that men speak more than women, at least within the business context. However, in this study, the women in positions of authority were able to speak at length without apology, hedging or tagging their comments. This would suggest they felt comfortable in their positions as leaders and speakers; that they were comfortable in their positions of authority.

The VP spoke at length on several topics. She showed evidence of adopting male language markers by telling a first-person story and holding to it when others were interjecting sidenotes, and by interrupting when answering questions. These markers might suggest she has had to adopt some male patterns or at least has been influenced to the point of incorporating male patterns in order to function in a previously male-dominated work environment. She avoided female markers that have been identified as signs of weakness in women: empty adjectives, hedging, tag lines, apologies, intensifiers and qualifiers. Whether she consciously or unconsciously adjusted her speaking patterns, the combination has resulted in presentations that are clear, professional and free from obvious gender-bias. One thing she did do, however, was add the word “um…” at the end of her sentences. Her information was presented in a straightforward manner, but she used “um…” frequently, rather than ending sentences with the falling tone of a period.

“[the president] wanted to let us and you know he appreciated your discretion in how you talked about things and um.. not, you know… anyhow, just that he appreciates everybody being careful in how you talk about things, and um… hope that continues and we said it would.” It cannot be concluded from the samples taken whether this is a
marker used to replace tag questions as a way of softening the impact of material, which would indicate a sense of timidity in her positions of authority, or whether it is simply a personal habit stemming from discomfort in giving oral presentations in general. “Um” is a term many public speakers have to work hard to consciously eradicate from their verbal deliveries. Judging from the lack of other support for the theory of timidity, I would suggest her prolific use of “um…” is simply a public speaking idiosyncrasy.

The DM also demonstrated signs of excellent, gender-bias-free communication, suggesting she is comfortable in her role of authority over men, even in a Christian environment. Her speech patterns were direct, clear, and professional. She didn’t employ female markers in her oral discourse; however, in her electronic discourse she did. The DM often made requests with polite words instead of directives. She often said “please” and “thanks,” and she, more than the other two, usually began with a personal greeting as her salutation. This may be because she, as a supervisor, wishes to express gratitude toward her staff to encourage them, a good business tactic mentioned by Kegan and Lahey in *How the Way We Talk Can Change the Way We Work*, (“We all do better at work if we regularly have the experience that what we do matters, that it is valuable, and that our presence makes a difference to others” 92), or it could be the influence of the Church’s teaching on being kind, taken from the Bible verses like this one: “Be kind and compassionate to one another” (Ephesians 4:32). The DM used ellipses and dashes fairly often, but with a lack of other markers to corroborate, no conclusions can be drawn about that pattern.

It would appear, then, from their discourse that those two women felt comfortable in positions of authority over men in a Christian business environment. The VP and the
DM gave no indication in their discourse patterns of either being intimidated by men or of being insecure in exercising power over men in that environment.

The one woman who did show evidence of insecurity in her position of authority is the PL, most notably in her profuse use of rising intonation and her habit of using intensifiers in her written discourse. These patterns might indicate either an insecurity in her position of authority or an insecurity related to needing acceptance by the group. Because this marker was used so often during a report the staff actually wanted to hear, it may be safe to conclude that it was not employed to deflect criticism for an unpleasant point of view so much as to gain acceptance by the community as a figure of authority over them. It’s important to note once again that this marker was not evident in the lunchroom conversation. The PL also used an extensive number of ellipses and dashes which seemed to serve as tags, adding nuances to sentences to soften the sharp edges of the point she’s trying to make. This would indicate a lack of security, or a fear of being an authoritarian, indicating a lack of acceptance of herself in that position. In the lunchroom conversation, she was on an equal plane with the other speakers; everyone enjoyed equal levels of authority on the subjects discussed. In that setting, she didn’t need to bolster her words with rising intonation or intensifiers. In fact, in that setting, she felt more confident of her place in the pecking order of people, and therefore felt courageous enough to interrupt others and dominate the conversation from time to time—a male-marker usually used to exercise power over others. In this case its possible she could have subconsciously utilized male markers in an attempt to establish or introduce a level of power that would carry over into other work-related relationships when needed.
The women staff members demonstrated some very strong signs of female gender bias, particularly in their electronic discourse. They exposed their nurturing side with the winning number of praises and warm salutations in their emails. They used an extensive number of qualifiers, suggesting insecurity with their words. Their high number of polite words supports research on female discourse markers, as well. Romaine says, “People generally think that women are more polite than men. This makes intuitive sense when we consider that the onus is on the subordinate person in an encounter to be polite…What is universal about politeness is acting deferentially to the person perceived as higher in status or power” (168). During the staff meetings, nine staff women were present yet only one in three women spoke, and of those, one spoke briefly only once, one asked a single question at the end of each meeting, and only the third woman showed evidence of confidence in her oral communication patterns, although she hedged before asking her question on one occasion.

These numbers suggest many possibilities, one of which includes the notion that these women still struggle with prevalent issues of socially-inflicted low self-esteem. Many of them may feel inferior and afraid to speak in public meetings, or they may feel others can talk freely but they must personally have something significant to contribute before speaking. Perhaps they feel that while it is perfectly acceptable that women with titles be allowed to speak, women without titles should remain in the background; explicit authority is acceptable among women, but implicit authority is non-existent. Again, this is speculation since the data only shows what the women did not do rather than what they did do. However, one conclusion that can be drawn from this data is that the influence of society regarding male superiority and female inferiority coupled with the historical
teachings of the Church that places women in subordinate roles, seems to still dominate these women’s actions. It would appear that the teachings of the Church on gender equality has not permeated the hearts and minds of all the staff women yet.

The data drawn from the male staff, however, reveal a different mindset. In the meetings the men were basically quiet, only speaking occasionally toward the end of each presentation, asking questions for clarification, then exchanging a few lines of dialogue with the leaders. Six men were present in the meetings and five of the six spoke at some point, although only two asked questions. True to previous research, the men did not use markers typically associated with feminine ways of speaking, and they offered humorous quips far more often than the staff women, both in their oral and electronic discourse. Also in the electronic discourse data, the men used more casual words and engaged in more casual conversation than the women, and opened with a direct salutation as often as with a warm greeting. As expected, the men used polite words about half as often as both the staff women and the female leaders, which complies with other studies. Overall, more of their emails were shorter than five sentences, a phenomenon about which previous studies have been inconclusive. However, contrary to other research, the men in the communications department added intensifiers and praise, exclamation points and ellipses or dashes about as often as the other staff women, but still not equal with the female leaders.

It would seem from this data that the men on staff in the communications department were not seeking to exercise authority or power in their discourse, either oral or electronic. They accepted the women’s authority over them in the meetings, refraining from typical male ploys such as dominating conversations, injecting personal stories of
prowess, interrupting women, or offering male-interest topics as metaphors. It would appear the staff men are comfortable in their roles as subordinates under women in a Christian environment, suggesting that the teachings of the church on subjects other than men’s rightful authority over women have overridden the historical teachings on women’s roles.

In the churches represented by the sample discourse community, the historically hierarchical view of men’s and women’s roles has been the predominant doctrine. In light of that, two things are particularly encouraging about this research. First of all, the organization researched seems to be embracing an egalitarian view of men and women despite the fact its funding comes from many conservative churches that possibly teach otherwise. (Whether this means the churches are turning a blind eye to the situation, just glad that someone is doing the work they think is significant, or that the churches view para-church organizations as separate, autonomous entities, and therefore exempt from biblical standards, is material for a different study.) Secondly, the female leadership and the male staff working for this Christian organization are functioning comfortably in their respective roles, showing signs of coping with a social-order situation that would have been non-existent a few decades ago. Only one female leader and the female staff in general showed evidence of gender-bias and related issues of self-deprecation in their oral and electronic discourses. Whether these people have absorbed the Church’s doctrine on women’s roles in relation to men, or whether they are students of a culture that, while seeking to change, still operates on principles of a power order established by men, is not clear. All that is clear from this study is that the men and two of the women in positions of leadership in BFA have suggested through their oral and electronic discourse patterns
that women in positions of authority do not present a social or spiritual problem in that office.

Having said that, it is important to note that these data, while helpful in what they reveal, are inconclusive for many reasons. Many factors other than gender can influence how people communicate. For example, personality types play a big part in public interaction. Perhaps the careers represented in the communications department (artist, writer, videographer, etc.) attract people who are less likely to be dominating or power-hungry by nature. Perhaps other church teachings on meekness, humility, considering others as more important than yourself (Philippians 2:3) and such have influenced people to be less self-assertive and more community oriented. The fact that all the people studied were of the same race (Caucasian) also skews the data. And, as mentioned earlier, the staff people’s relationship to one another and to members of the leadership team, their number of years working in the department, and their position in BFA could make a difference in how confident they feel in offering their personal thoughts to a conversation.

Besides the personal issues that could affect communications styles, this empirical research is inconclusive for scientific reasons as well. There are no samples of meetings where senior leadership is not present, so the staff women were not observed in an environment where they shared an equal level of authority professionally with the male staff members. Their silence could be a result of authority issues rather than gender issues, which could only be identified through more varied research. Also, there were not enough emails to separate them according to men writing to men, men writing to staff women, men writing to leadership women, etc. A more detailed study of avenues of
communication may have revealed more conclusive evidence. These factors could have contributed to, strengthened, or altered the results as noted; the conclusions drawn in this paper are merely an interpretation of the data collected and presented in this limited study.

There is little argument that men hold social power over women, and while their power comes from several sources, language is one tool that has served men well for maintaining that power. Changing how language is used can be a critical step in breaking down power structures, allowing men and women to share equally in the benefits of faith, work and community life. From the data collected in this study it would seem that strong patterns of gendered-language usage are beginning to erode in some Christian contexts, giving rise to the hope that change may be happening in a broader realm.
APPENDIX A: IRB APPROVAL
March 22, 2005

Dawn Kruger
201 Macon Way
St. Cloud, FL 34769

Dear Mrs. Kruger:

With reference to your protocol #05-2487 entitled, "An Inquiry into Discourse Choice as Indicators of Gender Attitudes in a Conservative Christian Business" I am enclosing for your records the approved, expedited document of the UCFIRB Form you had submitted to our office. The expiration date for this study will be 3/14/06. Should there be a need to extend this study, a Continuing Review form must be submitted to the IRB Office for review by the Chairman or full IRB at least one month prior to the expiration date. This is the responsibility of the investigator. Please notify the IRB when you have completed this study.

Please be advised that this approval is given for one year. Should there be any addendums or administrative changes to the already approved protocol, they must also be submitted to the Board through use of the Addendum/Modification Request form. Changes should not be initiated until written IRB approval is received. Adverse events should be reported to the IRB as they occur.

Should you have any questions, please do not hesitate to call me at 407-823-2901.

Please accept our best wishes for the success of your endeavors.

Cordially,

Barbara Ward, CIM
IRB Coordinator

Copy: IRB file
THE UNIVERSITY OF CENTRAL FLORIDA
INSTITUTIONAL REVIEW BOARD (IRB)

IRB Committee Approval Form

PRINCIPAL INVESTIGATOR(S): Dawn Kruger
IRB #: 05-2487

PROJECT TITLE: An Inquiry into discourse Choice as Indicators of Gender Attitudes in a Conservative Christian Business

[ X] New project submission
[ ] Resubmission of lapsed project #
[ ] Continuing review of lapsed project #
[ ] Continuing review of #
[ ] Study expires
[ ] Initial submission was approved by expedited review
[ ] Initial submission was approved by full board review but continuing review can be expedited
[ ] Suspension of enrollment email sent to PI, entered on spreadsheet, administration notified

Chair

[ X] Expedited Approval
Dated: 3/15/2008
Cite how qualifies for expedited review:
minimal risk and signed

IRB Co-Chairs

Signed: ________________
Dr. Sophia Dziegielewski

[ ] Exempt
Dated: ________________
Signed: ____________________
Dr. Jacqueline Byers
Cite how qualifies for exempt status:
minimal risk and

Expiration
Date: 3/14/2009

[ ] Waiver of documentation of consent approved
[ ] Waiver of consent approved

NOTES FROM IRB CHAIR (IF APPLICABLE): Researcher is not supposed to get consent until form is approved. These forms were submitted before approval. Form is approved as written.
C. UCFIRB Form

The complete IRB packet must be submitted by the 15th business day of the month for consideration at that monthly IRB meeting. Please see page 6 of this manual for detailed instructions on completing this form.

1. **Title of Project:** An inquiry into discourse choices as indicators of gender attitudes in a conservative Christian business.

2. **Principal Investigator(s):**

   Signature: [Signature]

   Name: Mrs. Dawn Kruger

   Degree: M.A.

   Title: Rhetoric and Composition

   Department: English

   College: Arts and Sciences

   E-Mail: dawn.kruger@excite.com

   Telephone: 407.957.0642

   Facsimile: Home Telephone: 4071.957.0642

3. **Supervisor:**

   Signature: [Signature]

   Name: Dr. Martha Marinara

   Mr./Ms./Mrs./Dr. (circle one)

   Degree: Ph.D.

   Title: Associate Professor

   Department: English

   College: Arts and Sciences

   E-Mail: marinara@email.ucf.edu

   Telephone: 407.384.17

4. **Dates of Proposed Project (cannot be retroactive):** From: 04.01.05 To: 12.01.05

   [Red approval mark: 3/10/05 - 3/1/06.]

5. **Source of Funding for the Project:** (project title, agency, and account number) No outside funding will be needed.

6. **Scientific Purpose of the Investigation:** To compare language usage patterns of men and women in a conservative Christian business, seeking to observe identifiable influences of traditional conservative church teachings on attitudes toward gender roles and authority in the workplace.

7. **Describe the Research Methodology in Non-Technical Language:** (the UCFIRB needs to know what will be done with or to the research participants) I will collect samples of written and oral discourse from emails voluntarily sent to me and meetings taped with the informed consent of all attendees. These samples will be studied to identify gender markers such as inflection variations, word choices, and emphasis patterns. Individuals will not be identified in my paper; only the gender and
position of authority of the writer or speaker needs to be identified for this research. All names, titles and addresses will be blacked out of the emails, and I will personally transcribe the tapes, keeping names or any identifying markers out of the transcriptions.

8. Potential Benefits and Anticipated Risks. (Risks include physical, psychological, or economic harm. Describe the steps taken to protect participant.) I anticipate no physical, psychological or financial benefit or risk to the participants of this research.

9. Describe how participants will be recruited, the number and age of the participants, and proposed compensation (if any): Participants will be the employees in the communications department of the chosen organization (which will not be identified in my thesis—I will use a pseudonym for the company name). I will ask for their participation personally; there are 18 employees in the department ranging in age from 25 to 59. They will receive no compensation for their participation in this study.

10. Describe the informed consent process: (Include a copy of the informed consent document) I have prepared an informed consent form and personally spoken with each person who has signed a copy of it. I have identified myself and my proposed research, assured the participants of anonymity in my paper, and informed them that their participation in this research is completely voluntary. They understand there will be no personal risk involved nor will they receive any form of compensation for their contribution to my study. They understand that I will only tape meetings after informing everyone present of my intent to tape the meetings and receiving permission from everyone to do so; I will only study emails sent to me voluntarily—I will not invade anyone’s personal computer to gather information. All participants are adults who have voluntarily signed a consent form.

I approve this protocol for submission to the UCFIRB. 3-2-05

Department Chair/Director

Cooperating Department (if more than one Dept. involved)  

Department Chair/Director Date
Research Methodology

To successfully conduct the research necessary to analyze discourse markers in electronic and oral discourse I will be gathering two types of samples from volunteers in the communications department of the International Bible Association. First, I will collect emails voluntarily sent to me. Participants in the study will simply copy me in the address list of emails they write during a given week of work. I will block out the names and addresses of these emails and study the content only for language markers. I’ll conduct empirical research on these documents, noting and counting the number of times men and women use gender markers in their electronic discourse, then chart the results, which will be included in my thesis.

I will also, with permission of everyone present, record two department meetings and two lunchroom conversations. I’ll transcribe the tapes myself noting only the gender of the speaker on the tape and what was said. I will remove all names or titles that could identify a person in the group. These transcriptions will also be analyzed regarding gender markers used by men and women in oral discourse both professionally and casually. I will count and chart the number of incidences certain markers occur and include a chart in my thesis displaying the results of the research.

Gender markers include use of superlatives, expletives, polite language, salutations and closures, voice inflection, hedging, interrupting, and such. These discourse patterns will be noted by gender use only, not by name. I will indicate authority roles when participants write or speak to someone in authority over them, noting any changes in discourse patterns when position comes into play.

I will retain the copies of the emails and the transcriptions of the tapes in my own files until my thesis is completed. My thesis chairwoman and I will be the only ones with access to the raw information.

Dawn Kruger
Research Participation Consent Form

Please read this consent document carefully before signing.

Project title: An inquiry into discourse choices as indicators of gender attitudes in a conservative evangelical Christian business

I am a graduate student at the University of Central Florida seeking to earn a master’s degree in English: Rhetoric and Composition. Dr. Martha Marimav, Associate Professor of English at the University of Central Florida, is supervising my work as I gather research and write a thesis on gendered rhetoric in the workplace. The purpose of this research is to compare language usage patterns of men and women in a conservative Christian business, seeking to observe identifiable influences of traditional conservative church teachings on attitudes toward gender roles and authority in the workplace.

To complete my research, I am collecting samples of written and oral discourse from emails voluntarily sent to me and meetings taped with the informed consent of all attendees. These samples will be studied to identify gender markers such as inflection variations, word choices, emphasis patterns, etc. Individuals will not be identified in my paper, only the gender and possibly the position of authority of the writer or speaker. All names, titles, and addresses will be blacked out of the emails, and content will be used only to count marker usage. Individuals will not be directly quoted in my paper. I will personally transcribe the tapes, keeping names or any identifying markers out of the transcriptions. Tapes will be kept in my possession, no copies will be made.

Participants will be asked to forward emails to me during one regular week of work. I will also record department meetings and lunch room conversations with the consent of everyone involved at the time of recording. This work should require no more effort from participants than to add my email address to electronic correspondence during a one-week period. There will be no risk to the participants financially, psychologically or physically, and there will be no compensation offered for participating.

Participation in this research is completely voluntary throughout the process. If at any time you wish to withdraw from participating, or would like your emails destroyed, you are free to do that. If you have any questions, you can contact me at any time at extension 4139, or at home: 407-957-0642. I’ll be happy to answer any questions you may have regarding this project.

_______________________________
I have read the procedure described above.

_______________________________
I voluntarily agree to participate in the procedure.

Participant ____________________________ Date ____________________________

I would like to receive a copy of the final manuscript submitted to the instructor.

I would not like to receive a copy of the final manuscript submitted to the instructor.

Investigator ____________________________ Date ____________________________

APPROVED BY
University of Central Florida
Institutional Review Board

Chairman
Hi Wendy and Tammie,

Will the two of you get out your calendars and set up a meeting for me, Chuck Michaels, John Bush by phone, Roy Eyre and Heather Pudick--this week if possible. 1 hour. TOPIC: CHED communications strategy. Tammie, find out from Chuck or John if they want Jaime in this meeting.

Also, I thought I was supposed to have a meeting scheduled with MOB leadership when they are all in Orlando again--June, perhaps. I can't seem to find it on my calendar. Could you let Wendy know the dates so she can make sure I have that scheduled.

Thank you.

Ruth
Interim VP for Communication

--- Forwarded by Ruth

To: Russ
cc:
05/16/2005 09:43 AM
Subject: NLT for one -- request for clarification

Russ,

I surely could use some help with understanding the roles for the SLT and the NLT and the RLT as they relate to each other. I've been NO IDEA how they interact or who is responsible for what. When I read the minutes from the NLT, it feels like we've got more than one group of people making independent decisions that impact us globally and that's confusing. Anyhow, if you can point me toward anyone who understands this, I'd greatly appreciate it.

This will help me know what my umbrella of authority is -- I don't want to come rushing in somewhere telling people STOP YOU CAN'T DO THAT when they've well can and don't need to listen to me. That's not just embarrassing, it's frustrating to people who are trying to do what they've been asked to do.

Ruth
Interim VP for Communication
1. Meet with members of the department at your own initiative to find out what the technology needs are (you could even take part of the department meeting if needed). Remember that you are representing the whole department's training needs.

2. Do some research to find out what resources we already have that meet the need in order not to duplicate.

3. Find links between needed upgrades and new purchases and up-coming projects whenever possible.

4. Your bottom line is $XXX for the whole technology cost center. This may change, but it is the guideline for you to start with. You can for more equipment purchases as much as you like (it can go beyond $XXX), but just be aware that things over this amount have a higher likelihood of getting cut. Also, if needs can be met with less than $XXX, that is excellent—that allows us the freedom to make those funds available for something else.

5. Use the "technology-in-progress" spreadsheet to input all the information for this year's technology budget.

Who can I talk to about technology needs:
1. Editorial: Matt (things like recording devices, scripting software?)
2. Video and Audio staff
3. Design staff
4. Ryf—random things for presentations, etc.

Timeline
- Have your first draft ready and emailed to me on June 3. It should be in the excel spreadsheet provided (Technology—in-progress). Include all the required information.

Thanks for your help!

Heather
Hi Aileen,

I'm putting together a media proposal for Ron's gift in kind strategy. Do you have a formatted document that I could use for this proposal? I need something that has something for the project timeline, something for purpose statements and proposed deliverables, client responsibilities, etc. Something that could at least work for all those.

If you have something, that would be VERY helpful. Then I don't need to fuss with formatting my own.

Thanks for your help!

Heather

--- Forwarded by Heath Pubols/UnitedStatesWOWCT on 05/23/2005 03:59 PM ---

Heather Pubols/UnitedStatesWOWCT

To: Aileen Agoncillo/UnitedStatesWOWCT

cc

Subject: Re: Fw: More on Outdated Videos for NZ Office

These are all really old, really, really old. I'm not sure about the Camela investment. Anyway, old paradigm, old messages, antique footage. If a presenter used them appropriately and just showed segments or introduced them them saying how "this was the way it was in the 70s..." then they could use them that way, but not to sell.

--- Forwarded by Heather 05/23/2005 04:02 PM ---

Heather

To: Aileen

cc

Subject: [proposal documents] preformatted--do you have any I can use?

--- Forwarded by Heath Pubols/UnitedStatesWOWCT on 05/23/2005 03:59 PM ---

Heather Pubols/UnitedStatesWOWCT

To: Aileen Agoncillo/UnitedStatesWOWCT

cc

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--- Forwarded by Heather 05/23/2005 04:02 PM ---

Heather

To: Aileen

cc

Subject: [proposal documents] preformatted--do you have any I can use?
Hi,

Can we get Wendy on the timeclock software? You have to submit the request to IT (attendance professional manager software), and get permission from Dave to get her set up.

Also, I'd be happy to hand off web maintenance assignments to her as well. I just don't want to hand that off before you've talked with her about it.

--- Forwarded by Heather:

Hi Ruth,

Thinking about things that Wendi could take off my plate right off the bat:

1. Timeclocks!! Many admin asst. have the manager timeclock software. I'd like her to be available to handle timeclocks for everyone in the department except herself and me (Dave has an email notification thing set up for me for sick and vacation days only, so it's basically no maintenance—his automatically locks it every pay period). I think you need to put in a request to IT for the software.

2. Intern program: at least to some degree (you can determine what level). Sending out information. Doing follow up calls. Working with managers on assigning people, etc, etc.

3. Web maintenance task assignments. This was the role of the web coordinator. I've been doing it and doing a mediocre job. Someone just needs to review the incoming web maintenance requests and assign them to Matt, Jorge, Sean or Jewel and let the customer know that we received them and when they are complete.

4. Take more of a role in customer service. We'll need to talk together about how this can work in our new world, but I've done far more of this than I should, have time to, or want to do. Perhaps she could organize a meeting once a month (or once a quarter) to show people the new products that have come out—may be that needs to start with orientation to existing products.
5. When we return, putting together some updated information on the steps that need to be accomplished when sending out the traveling team.

Anyway, mull these over and see what you think. I'll try to think of some others.

Things that are already in the job description that are high on my priorities for her to learn:

1. Budget tracking system including getting everything up to date.

2. Getting up to speed on existing products—what they are, why we do them, who usually works on them, etc.

3. My calendar—keeping it up

4. 

So, do with these what you like.

H

From: Heather
To: Dawn

Subject: Fw: Audience Profile
History: This message has been replied to.

Could you contact Doris? I know that we are not doing these any more, but maybe you could forward ones to her from the past or let her know why we aren't doing it anymore. Up to you.

H
Hi Matt and Dawn,

I've been preparing an FAQ for editorial during this interim time. I'm trying to work on good ways to keep things going and keep editorial feeling connected in a way that is manageable for me (since I'll be supervising somewhat during this time). Could you both review this and tell me what you think? I'm mostly looking for content feedback (do you think this will work, is it helpful), but fixing my typos is also fine too :)!

Heather

Hello all,

You may all be wondering, what's going on in Editorial these days? Well, I hope I can help to answer some of the questions you may have :)!

- Who is responsible for editorial decisions?
  You can bring the kinds of editorial questions you were bringing to Jan to Susan. Dawn can also take your editorial questions as she is available. Kim has sent out a lotus notes calendar invite with Susan's "office hours." You are welcomed to schedule time with her through Kim during non-office hours, but the office hours are set up so that you can have easy walk-in (or phone-in) access to her.

- Will we be having section meetings?
  I am working to set up a regular section meeting for editorial. I would like the responsibility of the section meeting to rotate with each person on the team taking a turn doing it.

When you lead the section meeting, you will be responsible for doing the following things:
  - getting new assignments from Heather (at least by the Friday prior to the meeting) and giving them to your team (I will work with you who to give each assignment to)
  - getting an update on each project and task each member of the team is involved in
  - praying with your team
  - getting a research update from the research team (what are some good stories you've found in the last week, what is some new information you've learned)
  - (optional) doing an activity or having extended discussion on an issue or project
  - updating the project update spreadsheet immediately after the section meeting
  - attending the project update meeting (Wednesdays 1-2pm) to represent editorial's work

https://orl.com("inbox/D9330E244AFA695385256F16006.."
Some weeks you may be meeting with another section for a combined section meeting. During these meetings, you will be providing a general update on the projects and tasks you are working on, and discuss a project or issue that is relevant to editorial and the other section you are meeting with. You will be receiving a calendar invitation for these combined section meetings.

- What about someone to check in on things throughout the week?
  I will check in with each of you as I am able, but it will probably not be very regular (I will try my best). Each of you will be responsible for checking in with each other on a regular basis for both accountability and general checking-in.

Some suggested questions to ask each other:
- How are you doing? What's been happening in your life?
- Is there anything I can pray with you about?
- What are you working on this week?
- Do you have enough or too much to work on?
- How are your projects and tasks progressing? Are you stuck on anything? Do you need more direction on any of your assignments?
- Will need any adjustments to your regular work schedule this week (doctor's appointments, etc)? Are you planning to take any vacation or PD? If so, have you notified Heather? (If part time--What is your schedule for this week? or when will you be in the office?) (You should post any schedule changes)
- Is there anything else you need?

You can choose to use this attached form to help.

Dawn and Kathie will be checking in with each other and Matt and Colin will be checking in with each other.

Anything you cannot help each other with, please feel free to communicate with me or Susan.

- Who do I call to schedule vacation time, call-in sick, or arrival to work late (or leaving early)? Who do I talk with about general personnel issues?
  Please call Kim by 8:15 if you will be in the office after 8:30. Call Kim by 9am (or email) if you will be out sick. And, please let me know preferably 2 weeks in advance if you will be taking vacation or PD time or have any other planned time out of the office. You can also talk with me about any general personnel issues.

- Who can I talk to if I'm having trouble on a project?
  If your "trouble" is writing related (like you are creatively stuck, or need to find a source, etc), you can talk with Susan or Dawn. If your problems have to do with the flow of the assignment, please talk with me. I'm happy to get those kinds of things sorted out for you.

- Who will be responsible for the ______ email address?
  Matt and Kim will be splitting this duty. This should be checked at least once every other day with responses going out probably twice a week. Kim and Matt, you may want to figure out a system for this (for filing emails and responding to emails) so that you don't duplicate each other's efforts.

- What about calling-in for meetings? Who will be taking care of making sure I can do that?
  Kim will be coordinating meeting call-ins for department meetings. Colin, I've asked Kim to contact you prior the department meeting to find out if you want to call in for it. She will be arranging your call-in on the day of the meeting. Dawn, would you like Kim to do that same for you?

- What about documents that I need to exchange with Dawn? She doesn't have access to

https://orcom.wy.ingger.nsf/($Inbox)/D9330E244FAA695385256F16006...
commdisk at home.

I've asked Kim to set up an editorial discussion board (like our collaboration discussion board) to make exchanging files with Dawn easier. Anything that you want to send to Dawn to edit or view, or anything that Dawn needs to send to someone else on the editorial team for whatever reason can be posted on the discussion board. We can have a more in-depth conversation about how to organize it best.

Attachments:
weekly report.xls

Heather
05/18/2005 08:12 AM

To: Aileen
cc: Ruth

Subject: Re: CD for

That was the premium piece sent out by Stewardship Ministries. That video is in the MRC. They would have to seek the permission of the producers of that video in order to get it translated. The permissions should be on the DVD packaging. He could also check Steven's web site for information on where to see if any special agreements were made with the producer of the video. I don't believe we secured that on paper, so it seems like this is just between you and the

https://orlicom...
Hi Dawn,

You can use this, but I deleted the attachments because of confidentiality.

----- Forwarded by Heather ----- 05/19/2005 08:40 AM ----- 05/19/2005 08:40 AM ----- 05/19/2005 08:40 AM ----- 05/19/2000 08:40 AM

Hi Brian, Sean and Joanna,

Here is information for starting to plan for training for the department.

**Overall Guidelines**

1. This is a plan for a particular category of spending (Technology) that will take place in the next fiscal year (FY06): October 1, 2005-September 30, 2006.
2. Prioritize each item with the numbers 1 (most important), 2 (medium importance), and 3 (least important and easiest to cut).
3. If you choose to, you can indicate what quarters during the fiscal year expenses will occur (when known): FY06Q1=Jan-Mar, FY06Q2=Apr-Jun, FY06Q3=Jul-Sep.
4. Recognize that this is our first time doing the budget like this. Please have extra patience with all involved.

5. Recognize that we do not have our department plans as solidly defined as we would like. We will just do our best with the information we have.
6. Work with your team leader (Brian) on every step of the process and take direction from them.

**Review last year's technology plans and budget (use the spreadsheets—Technology04 & 05, WCOMTC Tracking 04 & 05)**

1. See what kinds of things we had thought of purchasing
2. Review how the technology items were linked with needed upgrade and project requirements
3. Review how information is put together on the spreadsheets from previous years (including the level of detail in comments area)
   * *Keep in mind that these represent a guideline for how do our training during the year, but it is not our "law" that must be followed no matter what. We remain flexible in order to allow for training (or other things) to be purchased that is relevant to our current situation. So, these were plans for what we had hoped to accomplish, but not necessary what happened.*

   * Feel free to review the entire detailed budgets from FY04 and 05 if it is helpful:

**Make plans for FY06**
Hello to the faithful in Orlando!

I'm flying out of Orlando in the morning (April 20) and headed toward home for my church's annual conference. I'll be in town for both of the next two weekends and would appreciate your prayers as I meet with and speak to a dozen or more groups ranging from the pray high on Sunday morning one weekend to my parent's former (Sunday school) class of primarily retired folk who LOVE missions.

Monday-Thursday of next week I'll travel to Long Beach (and meet Aileen and Heather there) for the annual conference.

Through the course of that week, many of the team members will be making their way back into the office. Welcome them warmly. (They've been missed!)

I've got one "good off" day planned for May 2 – and plan to drive up and back to Long Beach from LA with my sights primarily on IKEA. I know it sounds rather ridiculous, but if one of my dear friends gets to travel with me, it will be a very good day indeed.

I'll fly back south on the 3rd, and will return to the office on the 4th. 

I will be available on email (checking, I expect, morning and night) and on my cell phone – so don't hesitate to call. Wendy will be sending daily (or whatever seems appropriate) emails with phone messages and questions and such.

Continue to pray for Jon, Nate and Jennifer. I know you will. They have amazing challenges ahead of them.

Know that I'll be praying for you – for all of us – as I'm gone. I'm honored to work with such a team as you.

Grace, and peace!

Ruth

Good morning, Wendy.

Spring is in full bloom these days – red buds and magnolia, dogwood and lilac, tulips and violets and daffodils. It's glorious!)

See my responses to questions, etc. below.

Ruth
Hi,

We've been working toward some major restructuring of how we work and what we do around our department and that's made it impossible (when combined with a huge set of media-gathering trips in April) to solidify plans for the use of interns for this summer. I'm wondering if you are where I could reach you by phone next week once I'm back in the office or if we should have a conversation by email.

While I'd love to have you with us this summer, I do not at all want to get you down here and not be able to provide you with a meaningful experience. I know, for example, one of the things that will absorb much of our summer will be looping the thousands of hours of video that have been shot in April. Give me a sense of how willing you are to not do anything very glamorous.

So, let me know how we can best connect -- and a bit on your hopes for an internship.

Ruth

Ruth

ToGloria
cc: Agnes
Subject: FW: CD/DVD's

You asked...and I'm finally getting you an answer.

Ruth
Communications Partnership Liaison
My concerns would be similar to what Russ expressed that the nature of the show and the character of this couple is such that the body of Christ not be harmed by their participation. The likelihood of name even being mentioned is slim (unless we supply them with a T-shirt and cap). On the other hand, if they are respectable and demonstrate a healthy relationship and dependence on God, etc. It would potentially have good ramifications for those who would watch and (having been told by word of mouth, because stuff like that travels like wildfire) know they’re people.

If we feel any concern about how they represent the organization in the application or through the course of the show, any of a number of us could give them a refresher course on how we talk about ourselves to a public audience.” I’ll assume that they are not serving in a sensitive county -- the only other potential issue.

Okay, that’s my 2 cents. So now you each have 4 cents. Pass this on two 10 friends by midnight tonight and have them each send you 2 cents back and we’ll all be rich by Memorial Day...
Heather,

Before you respond to Pixie in an email, let’s talk this through. I’ve had conversation with Russ about this already and he with Chuck already.

I want us to own the parts of this project that we didn’t do well and to push back on the things that SM needs to own up to (it’s hard to do that, we need to not be making general statements or get caught in the emotion of the past six months (really easy to do on this one, that’s for sure.)

We don’t need a staff meeting today — but an annual report review meeting might be in order. You, me, Jorge...any one else? We don’t have to bring in Jorge for the whole thing, either — probably best if we don’t. Can we meet at 9? 9:30? My morning can juggle around to fit whatever works best for you on this today.

Ruth
Interim VP for Communications

----------

Doug,

While the general rule (and it’s a good one) is that those cards are to be used AS IS and for U.S. members in the U.S. (not other organizations that Wycliffe members like and want to raise money for, etc.)...yes we get those requests) this seems like the kind of exception we should be willing to make.

As long as the letter on the back is from... and it’s clear...would the funds be coming to the U.S.? How people are to respond (and those involved in receiving those responses are aware any unusual ways those need to be handled, this is fine.

I’ve not recently looked at the text on the mechanism, but totally trust that Mark is aware of any other parts of the card that might need alteration.

Consider this permission from Communications to make appropriate alterations to the card for this specific instance and purpose.

Ruth
Interim VP for Communications
Hi Michael,

Ruth passed your comments on to a few of us. Thanks so much for the input. Others may respond, too, and get some dialogue going. You've done a good job of thinking through the challenges and opportunities. Our videos probably show the reality of many situations better than our brochures do or can and we have covered some of the tough stuff in recent videos. You've got a good point though in making sure potential recruits know that these are marginalized and least-reached people. We probably say it more than we show it in pictures of their poverty, etc. There's always that desire, as you implied, to respect the local peoples and show them at their "best." We also need to be careful as some people groups (and individuals) are very concerned about how they are portrayed.

I think every international organization struggles with their standards on this issue. I had a long talk about these kinds of things once with the people at [redacted] and they pointed out how their standards differed from [redacted] (who has a very strong statement about the dignity of the people so always makes sure sponsorship children are shown clean and dressed as well as possible out of respect for their families and communities.) The photos we use are natural, not artificial or created for the occasion, but there may be some places we could use "grittier" stuff than we use at times. And, while some photos may show festival attire etc. we try not to overdo that approach since most people groups prefer not to be thought of as wearing those clothes all the time. :)

Thanks for getting us thinking. I think your input will help us think more closely at this issue.

Susan [redacted]
Vice President for Communications
Greetings Forrest,

I've had one-on-one meetings with all our department staff over the past month or so and one of the themes that have come through is a strong desire and feel need for making our office space (Communications department) more creative in appearance. This has actually been a topic for some time. While everyone is grateful for our beautiful facilities, our creative folks are struggling with the vast expanse of bare beige walls, cubicle walls, etc. If you recall, we came close to getting more creative cubes (remember the colorful coats with sliding doors?!) but that didn't quite pass in the end. While we have tried to be creative within the rules, we've got a number of people who are feeling pretty gloomy about their environment (picture how finance people would feel if they couldn't have filing cabinets or computers) and yes, it does affect morale and their work.

So, is it possible to stretch the Center Services boundaries and who would we negotiate with? Our team has ideas for wall murals for doing something with the grey breakroom wall (that wall is a common lunch hour topic) and for carrying out the "book" we are developing into whole department delinquency. The branding books all recommend having a "war room" where the communications team plays out the organization's look and feel. We'd like to not have that just locked up in one room for our dept. would get a feel for Wyollie's identity beyond the cubes.

We realize you couldn't just turn every department loose to do whatever they want. But the folks in here who want to see change are the same ones you would hire or engage to do this kind of work elsewhere, so we'd like to do a little of it here. And we'd be willing to submit plans etc., of course. So, I come on their behalf to see what's possible.

svw

Thanks Mike,

And yes, the web will help. We are currently planning our EA communications "sliver" and should be able to finally get databases working properly. Then we will have an international repository for stories, modules and photos that all members will have access to and that, if properly fed, should help keep a flow going for web, print, etc. etc.

svw

Greetings.

We sent these notices to the VPs awhile ago, but realize in the busy-nass of things, information might not have been thoroughly disseminated. Could you please see that that happens? Our team is working hard on the projects we've all agreed, along with you and Dave, are priority. These include a number of projects that were already in progress, regular publications, and the complete reinvention of the website.

Anything not listed below needs to go through the dept VP to Dave and back to us for approval as a critical project.

Thanks for your patience and help. Our desire is to serve. Our limitation is that we can't do everything at once. Once we have some of the current projects and new initiatives in place we will be working with you to create new processes that will serve all of us better.

svw
At Dave's request, we have completed a review with him of all our department requests. Below you will find the jobs that we intend not to move forward with at this time with a brief explanation. Please direct your questions or comments to Dave.

WEB: web site projects
P: print projects
EM: audio/video/interactive media projects

**In-Progress Projects**

<table>
<thead>
<tr>
<th>Project name</th>
<th>Client</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>WEB: web re-design</td>
<td>Carol</td>
<td>We will be working on a complete redesign which will be our primary web focus</td>
</tr>
</tbody>
</table>

**Pending Projects** (projects we have committed to do, but have not started production)

<table>
<thead>
<tr>
<th>Project name</th>
<th>Client</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>P: Area Updates</td>
<td>Pixie C</td>
<td>Discussed outsourcing solution with Pixie</td>
</tr>
<tr>
<td>P: Letter</td>
<td>Pixie C</td>
<td>Discussed outsourcing solution with Pixie</td>
</tr>
<tr>
<td>P: Letter</td>
<td>Pixie C</td>
<td>Discussed outsourcing solution with Pixie</td>
</tr>
<tr>
<td>P: Summer2004</td>
<td>Pixie C</td>
<td>Discussed outsourcing solution with Pixie</td>
</tr>
<tr>
<td>P: Fall2004</td>
<td>Pixie C</td>
<td>Discussed outsourcing solution with Pixie</td>
</tr>
<tr>
<td>P: Winter2004</td>
<td>Pixie C</td>
<td>Discussed outsourcing solution with Pixie</td>
</tr>
</tbody>
</table>

We also have 2 further recommendations:

- We would like a mutual agreement to produce the publication two or more at a time.
- We would like ministries to consider an outsourcing solution for the newsletter. We are willing to create the newsletter in a template format to make it ready for a vendor. May be one possible source for help on this project.

We are also considering stopping our receipt insert service for 3 or more months. Would this have a negative affect?

Greetings all,

Without going into great detail, I thought it might help to at least briefly summarize what we've talked about concerning our joint media strategy. I was already working on this before I saw your email, Jim, but hope this answers a few of your questions about the future.

At this point we are planning on having a joint project catalog again this fall and a joint annual report. It would be helpful to have some feedback on how this went last year.

We are also planning for the following:

- A joint magazine this fall. The magazine will offer opportunities to receive further info from each organization. That will give you name acquisition potential.

- The DVD will be sent to our entire combined mailing list. It will include the IT segment which is also the piece that will then be available as a separate media piece, meeting the needs of IT as expressed by Dennis S. This is what we committed to produce as the first media piece when we
all agreed to the merger. Since that discussion we have maximized the impact by including it in the internationally-distributed _____ and developing a strategy for a special US version to also be sent to our joint mailing list. The mailing of this DVD will include specific contact information and an opportunity to contact either/both _____ for further information. So this will be another opportunity for additional name acquisition as we are hoping (and encouraging) people to share the DVD with their churches, family, friends, etc.

- Map poster -- also other 05 budget year mailing planned at this point is a colorful map poster showing key areas of the world, needs, fun facts, etc... The back side of the map will have involvement information including _____ opportunities (we haven't determined what yet, but will be working together to explore what's most strategic). This will be another name acquisition opportunity as well.

We have not planned beyond these three pieces. At our current estimation these will take our combined publication mailing budget for the year. The DVD mailing, in fact, will go beyond our current budget. We have a number of ideas for what might be next, but want to wait and see what the response to this “year of exploration” strategy. We'll be doing audience research with each piece that goes out. The goal is to determine what the audience values and uses, its effectiveness and the outcomes.

We do need to get some idea of _____ next big priority once we got the IT piece out there. And we still want to talk more about how to maximize some of the pieces already produced.

Other major media in the works or planning stages:

1. Recap of __________ and __________ websites. We're probably looking at a six month project to re-envision both websites and determine the most effective approach. Some things will roll out before that, but that's the general timeframe. We'll be rebuilding every aspect of both sites and planning for maximum integration and impact.

2. Annual magazine. We are planning a pilot annual magazine to go out fall 05. This will be a coffee table quality piece that looks at the Bible translation movement and __________ progress. Something people will want to keep for the photojournalism, attractiveness and message. This will be a sellable piece. A marketing strategy will be developed to get this piece to as many of our joint constituency as possible as well as to new readers and potential donors. At this point we are also thinking that donor reps will probably want to purchase these in bulk for giving to their major donors etc. (They have expressed a need for a piece like this for some time). There is a possibility that this magazine could replace the need for quite such a high end, extensive annual report. In that case we would look at doing a smaller but attractive annual report piece that complements the magazine. The potential five to six month gap between these pieces would also give reps something fresh twice a year instead of just the annual report. I think there is great recruitment potential with this magazine piece too, but we have not fully developed that possibility yet. We'll be looking at it further in the next few months.

3. The “Media blitz” trip to __________ planned for early next year will also give us an opportunity to gather stories, footage, etc. for future projects. So we need to look at what will most benefit the cause.

We will also continue to monitor, track and strategize as our donor relations departments continue to dialogue. As and if they move closer together we will be able to have a much better coordinated strategy for communications. We'll also be looking at how to make the prayer facets of both our organizations more united and stronger.

This is just sort of tip of the iceberg overview of what may be ahead. Hope it helps. Please keep talking with us re priorities, strategies, dreams and visions. :)
Greetings,

Just wondering if there is any interest in further use of the card pack developed for [redacted]? It seems like a very versatile approach to handling a variety of information. Each program ([redacted] etc.) could adapt it for their own use. Cards can be added, subtracted, changed and updated as needed. This saves reprinting entire pieces. Costs could be brought down further by doing some in just black and white (we'd talked about the intro card for each section still being in color but the following cards could be black and white.

[redacted] is wanting to use it and do some cards of their own (through our printshop). It will be less expensive if we piggy-back and print some cards at the same time, but we'd need to know [redacted]. Just didn't want to let an opportunity slip by if this is something of interest.

svw

Greetings,

Just playing catch-up. You'd mentioned a few weeks ago that you had concerns about there not being enough corporate material on [redacted]. I checked with Heather and here's what's currently running: 44 different Scripture verses that rotate daily, the link to daily prayer items on the web (which change daily), and 30 modules, products and opportunities that rotate once a week. Are there subscribers who are not feeling this is sufficient for now?

Also, what is the status of wanting a front page for [redacted]? A request needs to be turned in if this is still wanted. I think we were all sort of waiting to see if Sue's staff was ready to take on periodic monitoring before moving ahead with more [redacted] development or projects. And with the current freeze on new projects, we need to establish how [redacted] resources and development fits into the whole. Within the next few months the module database should be up and running, so my hope is that new resources can also feed in from there.

I forwarded your last email regarding the policy etc. to Heather, please keep her on the circulation list for info that relates to us, as she is keeping closer tabs on it than I am.

thanks,
svw

Hi,

Were you going to be getting in touch with Lloyd and Jon-Eric today? I'd like to have their resumes ASAP so I can share our plans with Dave B. Let me know what's possible.

thanks,
svw

...sounds great (this was the total email; there are lots like this :-)).
Hi Doug. I talked to Jewel and we really need final word by Tuesday to stay on track. I'm going to send what I have to Jewel so she has it in hand. Please copy her with any final comments etc. to be put Monday and then in Dallas Tues and Wed. But will try to check email between meetings. Please remember I do need to have input on what you want for contact info etc.

\[Signature\]

Dave and Bob,

found these notes from conference in my draft box, just four topics quickly noted.

Just getting a few things down while listening and observing.

Very positive attitude toward worship time and fellowship. Heard a number of people say it was like being with family (including comments that this was their "true culture" as opposed to field environment or U.S. church).

The "trust issue" continues to be popular item among members. You hear it all over the place. Interesting table talk the other day:

"You can't trust people you don't even know..."

Most of the table seemed to be in agreement. I asked "why?"
The general opinion was "it's just human nature" (and surprise at my question [\(\text{??}\)])

They agreed with each other that once they knew someone (with that someone apparently being the one to make the effort) then there could be trust.

While this certainly puts a lot of responsibility on leaders to "make themselves known" and gain trust...it also raises some questions and wondering...

- How do these people get in planes, drive on the road, buy groceries...if they only trust people they know?
- What have these people experienced (positive and negative) that encourages them to operate in this mode? (Of assuming mistrust with the unknown but pretty much assuming trust with the known...and least in many cases)
- I wonder at the quickly accepted default of succumbing to "human nature."
- I wonder at the passing on of all responsibility to the "other" person to develop trust.
- I wonder how this kind of thinking impacts followership/leadership
- I wonder where the line is between lack of trust in people and lack of trust in God

Interesting to see the revelation for some of the church as a major stakeholder. We need to do a better job to communicate their role as it evolves. At our table people were agreeing that they were a stakeholder.

Someone from [\(\text{???}\)] said, "they're the pay-ers" and people agreed. We need to help expand that view to a bigger picture! 

Our young, younger evangelicals on Communications appreciated Robert [\(\text{???}\)] and the panel participants, it might be interesting, Bob, at some point to pick our dept's brains on some similar topics as well as comparing with the people you imported. [\(\text{??}\) our team (including the expanded team we've created for the messaging process)] thinks about a lot of these things on a daily basis, especially as they are currently reworking corporate identity. I am thinking of having some representatives of our whole team help present the new corp. concepts to the whole VP team when we have the opportunity to do that. Is that something that can be scheduled into the August 10th meeting? August is when we need to get this to the VP team for processing etc.

\[Signature\]
Greetings Brian,

I know Pixie has done all of the correspondence up to this point, but I did want to let you know I appreciate your invitation to the meetings and look forward to being with you all in the UK. Is there any way I can be of service? Please let me know.

I don't know how many members there are in , but it's our policy to offer to do a "town meeting" for them when we travel to a conference (others are welcome to attend, too, but may not find it as applicable). During this time I would share about recent events and strategy developments in , particularly those that relate to the membership. It's also a time for sharing new media resources (DVDs, etc.). Other people, beyond US members, may be interested in this part.

Anyhow, let me know if this fits in anywhere to offer during "free time" if there is any. Also, could you tell me about how many people will be at the conference and how many of those are from the US?

thanks so much,

Susan  
Vice President for Communications

Greetings Geoff,

Super job on the video! Haven't seen it but just got the script. We are planning to send the DVD to the on the mailing list (we are discontinuing the magazine but trying out some new things on that audience), so this is a key piece. I basically agreed with Peter's input. I'd like to see the reflections from the "western" audience. It is important that we be able to use this piece to be able to reflect the church and challenge them. That also means we want to be careful not to sound too "them" and "us." So I appreciated all the comments from the church people themselves.

Also, one small thing I don't think we use the term "Indian giver" in America (or at least not any parts of the country I've lived in). I think it is the same thing as the whispering game we sometimes call "telephone." I'm not asking you to Americanize it, but is there any way to just eliminate that part? It could be taken as offensive. American English has needed to cleanse itself of phrases similar to that like "chinese laundry," "Indian giver" etc. of anything with a racial over-tone even if it was never ill-meaning.

Anyhow, we are really thrilled to have the feature and so grateful you were able to take it on.

swv
Hi Jack,

We had a meeting re your book this morning and it looks like all systems are go.

ETC - we're looking at either next spring or fall for the book to be in print. The timing will depend on the availability of staff and the list of priorities we're dealing with. A timeline will be developed in the near future.

Next Steps (only semi-chronological)

1. You send me about 60 columns of your choice and I'll read them and choose up to about 40 that we'll feature in this book.
2. If you think you have pretty clean copy, which you should since these have already been published, we won't need a lengthy editorial process. But as our editorial staff (currently severely understaffed) has time, they may read through the columns, too, and make a few edits as needed (you'll be kept in the loop).
3. We (you and us) will talk about possible content arrangement (typical, thematic, whatever). And we'll bounce layout, cover and title ideas off you, too.
4. Cover design and layout will be done by our design team (we'll have checkpoints for you to see things along the way)
5. The book will be proofread by our proofreader.
6. We'll develop a marketing strategy and contact other [blank], etc. about the availability of the book, getting estimates from them on possible orders.

Two other things:

In talking with our print shop/operations manager, Bob [blank], he said we would need to work out an agreement ahead of time with [name] concerning how they would handle pricing, etc. There have been some complications with this kind of thing in the past. So I've asked him to write up what's needed from the U.S. end. This shouldn't involve you that much but I wanted you to be aware and understand any arrangements as they are made.

Would you be willing, once the book is published, to answer letters/emails from readers, possibly do a book signing, etc.? Just thinking ahead to some options and possibilities. There will be other ideas, too, I'm sure!

Swo

--- Forwarded by Susan Van Wassen United States WOWCCT on 12/09/2004 11:43 AM ---

---
Greetings,

Had an update phone call with Blake today. Among other things he was wondering about getting in touch with [redacted] to let them know about the banquet coming up to honor [redacted]. He thought perhaps we'd like to make the initial contact and then mention the event. I have thought about contacting [redacted] to get a list of some recommended writers should we want to do a book, using an outside author. But I'm wondering if you think this is a good strategy...using the connection to also mention the event? I think it was his way of giving us first shot at the contact because it is out of official territory.

[redacted] other points of interest: [redacted] seems to have downshifted in terms of considering a major video production. While they still say they could use such a product, they are mostly looking at doing a 5-7 minute mega-donor promotional piece. Blake is eager for us to have and to participate in another meeting of US communications leadership. they weren't in existence the last time we had such a meeting. We may try again in the fall. He is also interested in possibly partnering on our annual magazine concept we hope to launch in fall 2005. I also had a chance to chat with him a little about the [redacted] article. He said he was made a part of that interview. He asked if there was anything that concerned us and concerned me a little...but once I pointed out some of the problem areas...there not clearly identifying [redacted] and their relationship to Marvin's erroneous file, he seemed to agree. We were having a pleasant conversation so I was able to let him know (nicely) that we'd like to see a more effective and accurate approach next time. He agreed that it did not do either of us any good to confuse the audience or give inaccurate and incomplete information. I'm trying to play up the value, for them as well as us, of clear identification and branding.

sigh,

svw
Hi Bob, here's a draft of your September IF letter (we are needing to work ahead to carve out time for other critical projects). Could you please do whatever you need to do to ( ) and send it back ( ) making sure to copy Dawn and Jon? I will be leaving town on Friday afternoon and will be out of email contact.

I've also attached the story for this issue if you want to see it for context.

thanks so much,

svw

From: Susan
To: Roy
cc: Bud, Dawn, Jewel

Subject: Re: Beyond i.e.

My two cents,

No, we can't use the same text for suah and suah. While we realize there is quite a bit of overlap, we are trying to build some brand distinctions for the audience. That means the text focuses very much on type stories. Th looks of the two ads also need to be distinctive. Do you have their text for both ads? The text was done a while back so you should have received it.

svw

double check with Kristen to see what she's using in B ( ) because I know she is using Edid's stuff, too. There's plenty of good stuff to go around ( ), but we don't want to end up with exactly the same story.

svw
Jewel,

I think that Monday will be OK. I was waiting till Lynne got in around 9 this morning to confirm that it would be good for her. I will get back to you to confirm in a little bit.

OK Jewel,

We are not sure what we will have for you as far as PDFs but we will see.

Jewel,

Yes Monday is OK. What time?
Hi Jon,

This fellow Mike is a survey coordinator in.

There is a module or two in here, maybe a story, plus a nice photo or 2 at the end.

Can someone use?

Or?

colin
Heather & team

Here is an updated list of things I am working on. (Jon and I have previously talked about these.)

- glossary of storying for partners
- modules for stuff. I am trying to find ones other than from the donor reports.
- research and write an article on language and/or Bible translation and/or for a youth-oriented website (like
- collect source materials on storying in a digital location which is accessible to a writer
- type up notes from interview w/linguist Robert . Try to get this in better shape.

I would also like to:
- update one pop-up box from the trauma healing section of the i website. The reason for this is that a book has now been published that we mention there. People here and in Africa would like us to update that so that readers will know where to buy the book. (I am told that people have seen this on our website and been frustrated that they could not find the book.)

On back burner:
- watch for updated 'splash' pages on Language section of website
- keep track of a couple other unfinished pieces: Doris interview, Mark and Estella interview, and one or two other things.

My schedule for the coming several days follows.

- Our daughter, Jessica, is to be married on
- Friday and Monday in Albuquerque NM for wedding preparations.
- Wed : Jury Duty in Dallas (added)
- Thurs — through Monday in Albuquerque for wedding.

I hope this schedule works. (It could change a little.)

These next few weeks will be crazy. This conforms to the norm for my recent life. Please ask if you have any questions.

Thank you & God bless you,
colin

https://or.com/
Heather,

Here are the assignments as they stand now with the editorial personnel. Unfortunately, I was unable to access Orbit to make sure everything was updated. However, the project update list is good to go with this information.

Matt

- Train Kim on web maintenance
- Board photos (project manager)
- Magazine:
  - Back ad
  - "Technology" article
  - MRC ad
  - B3P (Ivy's)
  - 2025 church (Ivy's)
  - Bob's blog
  - Stylebook specifics of _______ for ______ partners
    - ____ (project management)

Kathie

- Books -- LOC & ISBN registrations
- And the _______ Philippines contract
- Prayer letters
- Quotes database
- Bible verses
- Helping transition with Prayer Ministries (details to come from Susan)

Colin

- Stylebook

Dawn

- ____ (project management)
- Magazine:
- Review Ivy's administration bias
- Possibly the project management of the magazine from this point forward (I am to meet with Dawn and Susan on Monday to talk about this)
Dear [Name],

I am sorry to hear this news. I am praying that you are blessed with healing through God's immense power. I don't really know what else to say. You are my friend and I care a lot. If there's anything I can do to help you during this time of confusion and waiting, please let me know.

Would you like me to share this information with the department or would you rather me not? We could be praying for you every morning. Or you may prefer it not to be shared or perhaps to come in and talk about it yourself. I don't know. Anyway, let me know.

(Buddy) I'm very sad about all this craziness. Hang in there.

JB

From: [Email Address]
To: [Email Address]
Subject: [Email Subject]

OK,

You can find Ivy's work located in her folder on commdisk. The admin bios are in an Excel document labeled 'VP bios'.

- JB

[Message List]

message is not flagged | Flag for Follow Up
message has been replied to in the past

From: [Email Address]
To: [Email Address]
Subject: [Email Subject]

OK,

I am sorry to hear this news. I am praying that you are blessed with healing through God's immense power. I don't really know what else to say. You are my friend and I care a lot. If there's anything I can do to help you during this time of confusion and waiting, please let me know.

Would you like me to share this information with the department or would you rather me not? We could be praying for you every morning. Or you may prefer it not to be shared or perhaps to come in and talk about it yourself. I don't know. Anyway, let me know.

(Buddy) I'm very sad about all this craziness. Hang in there.

JB

https://[Link]
To: Dawn
cc
bcc
Subject: In Focus

DK,

If you receive this message in time, you may consider giving Susan a call today. She had some questions about In Focus. She is available this afternoon. If you can't get to her, we can discuss it soon. Or if you're more comfortable only working through me, that's fine too. I can be the middle guy.

Jonny B.

---

To: Dawn
cc
bcc
Subject: feedback

Hey,

I'm going to type up the feedback Susan gave me for your article. Relax. She liked it! And you nailed the overall goal. Good job.

There are a few edits, etc.

I'll send those soon.

Jonny B.
Pixie,

A few things here:

1. Oh yay for your fantasy team. Bah, humbug. I got SLAUGHTERED.

2. We were shooting for a completed, designed envelope to get to Brenda around the
erlier than the completed, designed magazine). The envelope has to be done earlier than the man-
if that makes sense. Brenda, do speak up if you think the envelope needs to be to you before even
of October.

3. I am no longer the project manager. As of today I turned over that responsibility to
can send further questions or concerns to her. I had planned on continuing to manage the project
with my switch to electronic media but Dawn offered to pick it up and so there ya go. I’m now an
electronic media dude. I will send an email to everyone on the production team of the magazine.

— Jonny b.
Pixie
Hey everyone,

I'm writing to inform you that as of today, Dawn will serve as the project manager for the magazine. Please direct your questions or concerns regarding the production of the magazine to her.

I have made a job change and now work with the electronic media team. Also, the timing seemed appropriate for the switch since the editorial phase of the magazine production had nearly completed.

The magazine is looking great and I can't wait to see the finished product. Keep up the good work!

Designers, Dawn will be editing copy to the appropriate word count. She will just need to know what you've decided regarding the type size and how that affects word count.

Thanks,
--Jon

---

From: Jon
To: Dawn, Jewel, Kristin

Subject: pictures for maritime services article?

Jewel,

I did not see any past emails that included pictures for the maritime services article. Perhaps Kristin may know of some possibilities... though I think I remember her saying she didn't have any. Anyway, I'll check again by copying her on this email.

Jonny u.

https://orlcom...
From: Jon
To: Dawn

Subject: Re: some edits for you

Rockin! Thanks for doing this. I will take a look at what you did and probably show it to Susan. Yeah, I don’t know if she wanted to rearrange or not. I suppose that’s a possibility. Nonetheless, this is extremely helpful. You’re a pal.

And the computer thing is not good. Please get IT to help you if you need it. Hopefully, they can provide some answers.

Talk to you later.

Jonny B.

---

Jon
To: Dawn
cc
bcc
Subject: Fw: your october IF letter

Dawn,

Let me know if we’re in trouble with Oct IF.

Jonny B.

---

Forwarded by Jon

Dave
To: Jon
cc
Subject: Re: your october IF letter

Hey Jonny Walker,

I don’t think I have any of the articles or ads for this upcoming OCT IF.

I emailed Dawn a couple days ago but no reply yet.

I understand you may be backed up a bit with Holiday and a light shower or two down there.

Keep me updated.

Dave
Subject: My appreciation

Dawn, Kathie, Colin and Matt,

I love each of you and am truly blessed to have worked so closely with you during the past (almost) two years. I have seen you at your best, growing in character and taking on challenges with great success. And I know we’ve been through some hard times too. I would not have persevered through some of my own challenges without your self support and your flexibility to work with me. Thank you so much for wanting to contribute to the team’s vitality. I hope that you have felt rewarded for your efforts and I also pray that blessings will continue to multiply within the editorial team. You are the core of this team and deserve much gratitude and appreciation. And you definitely have mine.

But this is not as sad as it could be. I am still in the same department and will have the opportunity to work with each of you in the future. Thanks for your kind words regarding my job change. I truly do look forward to it, but I also regard the time spent in the editorial section as life-changing and it will forever impact me in positive ways.

As you well know from the department meeting last week, we’re going through changes across Communications. I hope you choose to see this as an exciting time. And by all means contribute your ideas for improvement and working differently to the leadership team as we meet on these topics.

In the interim of evaluating department structure, you will all be reporting to Heather, Director of Integrated Media. I am confident that Heather knows each of you well and is aware of your history with me and the department. I have met with her almost on a weekly basis during most of the past two years and have updated her often on you all and your progress with projects and activities. By all means, encourage you to communicate with Heather as you feel the need to. And take the initiative! As a facilitator, I found it impressive when you all would take the initiative to update me or ask questions; it was very helpful.

Well, again, thank you for your many contributions. And all the fun! Rock on (:)

And I leave you with this...

Read 2 Chronicles, chapter 3. Pay careful attention to all that Solomon does himself, a king of Israel—and yet he takes the greatest care to create beauty, art and to make his craft as excellent as possible. All for the glory of the LORD. I love that. Continue to be crafts-women and -men for Him.

—Johnny B.

P.S. Unfortunately, I do not think that we will have a final meeting with all of us together. With schedules and situations requiring people to be out of the office, we will have to skip that formality. But we will of course be together in department meetings in the future. See you there!
DK,

I’m passing this on to you so that you have it. I may stop by to review the budget file and just see where we stand with this update—make sure we aren’t in danger or anything.

I’m copying Heather because I have tried to keep her informed of any budget-related details regarding the magazine.

Jon

---

Hey you two. FYI. Keep this guy in mind for future assignments. He could be a big help whenever we’re looking for stuff from . I expect he’s the guy we should be sending approvals to as well. So note that too.

Later.

---

Hey DK,

Am I to copy this document into the folder of final drafts? I mean is this the most current? I ask because the ‘New Every Morning’ title is missing.

Jonny B.
From: Matt
To: Dawn

Subject: Fw: needin' help big time

Hi, Dawn!

Alrighty, Nate is now the proud owner of a CD containing all of the Combined issue, final draft documents currently residing on Commdisk. So, if you don’t receive a CD containing all of the Combined issue, final draft documents currently residing on Commdisk by late tonight (how’s that for thorough, lengthy and redundant?), go for Nate’s jugular, not mine...)

By the way, I think I copied you on the email I sent to Craig on Friday, but I doubt it’ll make any sense without an explanation. On Friday, Craig lead prayer time. Honestly, I was practically asleep until about 10 o’clock (surprise, huh?), but I do remember him talking about Dagon, the Philistine god of the fish. Among several other places in the Old Testament, you may remember, Dagon appears in 1 Samuel 5. Unfortunately for Dagon, the story involves his image losing its head and hands to the ark of the covenant.

Anyway, Craig mentioned that there’s a Dagon cult currently in existence in Massachusetts. Dagon being the god of the fish, and Massachusetts being the home of fishermen, I guess I can see the logic (though I don’t know who would want to worship a god without a head and hands). If you ever have a slow day (yeah, right!) and need something weird to occupy your time, check out http://www.esotericorderofdagon.tk

And by the way, I think Chick-fil-A should do a new line of Dagon ads. That’s what the picture was about. What do you think?

Adios,
Matt.

Dawn—

ToMatt:

Subject: needin' help big time

https://url.com/...
Hey Dawn, how's your day going? Are you managing to get any rest in the midst of your crazy schedule? Honestly, I don’t know how you’re able to do so much (or why you want to, for that matter).

Could you send me the text so I can find the missing piece for Roy? He’s wanting to do all the edits today so he can get the final copy to Brenda.

I’d better run for now, but I hope to talk to you soon. 😊

Matt

---

Hey Dawn,

I’m guessing since it’s still sitting on your desk, you must not have read over the new Gator Tales Man, where are your priorities? Well, anyway, I’m going to share the next bulletin with you. It’s priceless:

"Did you hear about Jamie’s wedding? There were going to have it Saturday the 4th, but because of the storm, everything went wonderfully well, in the office. The bride was beautiful, Zac’s pastor from the honors. Even the last invited guests could not come because the storm, everything went wonderfully well in her folks’ backyard. Near the end of the ceremony, one of the groomsmen was feeling faint and passed out next to the pool. Zac’s dad was forced to run in after him when he surfaced, totally embarrassed. (But was a super story to tell people when they tell about their wedding day, no?) The newlyweds eventually got off to where they had a lovely reception with Zac’s friends and relatives, then off to Cancun for their honeymoon."

If I didn’t know Nancy, I’d be flabbergasted that she’d printed copies from the sheet with the edits, rather than correcting the errors, reprinting and then running copies. I mean, it’s bad enough to share her mistakes with the whole building, but when it’s an error like this one, well, all I can say is good Jamie. She must be mortified.

Matt
From: Matt I
To: Dawn

Subject: Ugh...

History: This message has been replied to.

Oh, Dawn, I need someone to complain to (long sentence, I know ...). I'm compiling board member bios for the web and it's sooo boring. And the worst of it is, one of the members didn't follow instructions, so I have to totally reformat his info. Instead of sticking to short-and-sweet, bulleted info, he decided to get fancy with essay style. I suppose he felt he had too many credentials for bullet point. What the heck? Does he think he's better than everybody else or something?

Alright, I'm done. Back to work 😞:

Matt

From: Matt
To: Dawn

Subject: Fw: Ken I advice on writing

Hmmm...I wonder what kind of response I'd get if I came to work in just my underwear? I mean, he wrote in his underwear, so why can't I?

----- Forwarded by Matt I

Kathie

09/29/2004 05:32 PM

Matt

To: Dawn

Susan Van

Colin

Jon

Melissa S

Subject: Ken I advice on writing

Thought of you when I read this in the middle of an article on the website:

Attachments:
Hi Heather,

Here are the vacation days I have planned - Oct. 21 and 22, Dec. 31, and Jan. 4 and 5.

Matt

direct request

From: Sean
To: Matt

Subject: for the web:
History: This message has been replied to.

Hello guys;

I noticed that as of this email there are no intro paragraphs for the web articles. I want to begin creating the web as soon as possible so I do need to get that info as soon as you can. O.k.?

Let me know what to the plan is.

In His Grip,
Sean

Graphic Design / Web Design
Communications Dept.
Ext 4062
From: Matt
To: Sean
cc: Dawn

Subject: Re: maritime articles

Sean,

Apparently I already made the little deletion I was suggesting to you, so you don’t need to worry about it. I forgot that I’d already done the crime. (:)

Sent

Hi Dawn and Matt

A quick question about the maritime stories… Are these considered a single idea or two separate ideas about the same subject? How should they be treated as individual writings or a group or something else entirely?

Please give me feedback soon. Thanks.

In His Grip,
Sean

Graphic Design / Web Design
Communications Dept.
Ext 4062

https://orlcom.nsf($Inbox)/E81DE16BE19F056785256F16005...
Hi Kristin,

I'm sorry I missed your return call this afternoon. I'd originally called to see if you might be able to provide me with some leads for the technology article that I'll be writing for the combined issue. Bud hasn't had a chance to get back to us yet, but I thought you might be able to get me started. Here's the description of the original assignment, as I received it from Jon:

"A feature about developments in technology and how it has enhanced translation, how people are connected now (even text messaging and e-mail from the most remote locations) unlike in the early days. The idea is to remind our audience that missions has reached the 21st century -- we don't live in the dark ages as some still tend to think. We could put in a plug for IT recruitment here."

If I could find a good story module that demonstrates technology usage and the impact it has, that would be ideal. Any other details would be appreciated as well, however. Since the deadline is rapidly approaching, I'll take whatever leads I can get."

Thank you bunch!
Matt

--- Forwarded by Matt

---

From: Matt
To: Sean
cc: Dawn

Subject: Re: maritime articles

Personally, I think they should be treated as unpublishable. But hey, what do I know? (-)

Matt
4) own a patient cat
5) drink too much tequila
6) and it's football season?

https://something.com/something.png
Meeting: Invitation

From: [Name]
Chair: [Name]
Invite: Brenda, [Name], Colin, Dawn, [Name], Jewel, [Name], Kathie, Matt, [Name], Sean

Subject: Invitation: Design meeting with editorial AM EDT in Conference room
Location: Conference room
Time: 09:00AM
Duration: 01h 30m

Design and editorial are going to get together next Tuesday to catch up on projects we're working on together.

Here's my agenda so far. Let me know what else you want to add:
1. Update on projects,
2. Focus on one or two
3. Update on photo library

Anything else?
Roy

Thanks, Jewel, for jumping right in and moving this thing forward. A couple of details we have questions about:

1. The designers were looking at the copy that's ready for [Name] and wondering whether we could have the same copy for both [Name] and [Name]. It seems like the selling points for both would overlap quite a bit. But we haven't seen copy for [Name] so maybe we're off base. In other words, could it be one ad for both products instead of two separate ones?

2. I was wondering about the word "cyclones" in the Maritimes article. In American context, that usually means tornados. Daryl pointed out a week or two ago that in an [Name] context, that means hurricane or typhoon. Well, Vanuatu has a lot of Australian influence, but the characters are American. So, which meaning is intended? It has a bearing on the artwork we use for the story.

https://orlcom.yo.com/sf%20Notes/Proxy?OpenDocument&Form=s_Prim...
I think we have everything mostly working right now.

http://www...org/media/liber/home.htm

the correct / full article is now linked from the shorter article in either English or Spanish.

Thanks, Dave, for catching the problem and Andres for getting the Spanish version article to us.

Tom [redacted] webservant

[redacted]
From: Matt
To: Dawn

Subject: Fw: Chuckle?
History: This message has been replied to.

What happens when you:

1) have nothing to do
2) have nothing to do
3) have nothing to do
4) have nothing to do
5) have nothing to do
6) and have nothing to do?

----- Forwarded by Matt

Kathie

Matt

Kim
To:
Dawn
Jon
cc:
Subject: Chuckle?

What happens when you:

1) have nothing to do
2) own a sharp knife
3) have a large lime

https://url.com/...
Dear esteemed colleagues,

As you know, I’m trying to finish up my MA in English soon. One requirement still outstanding is my thesis. I’m going to be writing on gendered rhetoric in a Christian organization. Studies have shown that men and women show patterns of communication that are strongly influenced by their gender. In the secular world, many of these patterns are interpreted as outcomes of our social problem of male dominance and female subordination. My thesis will be a study of how Christian men and women communicate, because I think it’s different from how others do. In order to research this I need a help from you. Your assistance on this project is not a work assignment. Would you be willing to help me?

First of all, I need to collect a bunch of emails to study. If you don’t mind, would you please copy me on emails you write? As often as you remember, just put my name in the cc or bcc box. What I’ll be doing with them is looking for patterns in word choice, style of writing, tone, politeness, etc. I’ve fo that Christians are usually more congenial, polite, appreciative, etc. I will NOT use anyone’s name in my thesis, only title. For Susan, that could be a problem, but I’ll be discreet. For everyone else, just say something like: “male designer to female supervisor” or whatever. Mostly what I’ll be doing with the information is making charts rather than itemizing examples, which means everyone’s idiosyncrasies will be lumped together so no one stands out from the crowd. It’s all pretty generic, I need to have the emails to put in an appendix to prove I actually did the work. I will black out the names on all the emails but I do have to attach them to my paper. So if you could help me out I’d really appreciate it. Don’t worry about how many you send me, the more I get, the better my result is. Oh, and yes, I want to see anything and everything -- jokes, meeting notes, questions, Fantasy Football trash talk, whatever! Really.

One other thing I’ll have to do is record some meetings to observe how we talk. I’ll be checking with Heather about that and only record meetings with permission -- and everyone present in the meeting will know when I’m recording. Just want you to be aware of that coming up.

Anyone who would like to see what I’m writing before or after the thesis is done is welcome to read. Just let me know and I’ll be happy to send you whatever you’re wishing to see.

Thanks, everyone, for your help with this. I know it’s a bother and I’m sorry for that but I don’t kn of any other way to collect my data. I appreciate your cooperation.

Gratefully,

Dawn
129

To: Heather
cc: More on Outdated Videos for NZ Office

Subject: More on Outdated Videos for NZ Office

Any of these video OKAY for keeping in their catalog for distribution?

Aileen
Electronic Media Facilitator
Electronic Media - Communications Department

Hi Susan,

I'm going through my email inbox now - trying to sort through it all. I don't know if this was responded to or not.

BUT I wanted to let you know that I don't know about this CD, don't think that it's anything that the Communications Dept. produced, but I could be wrong.

Aileen
Electronic Media Facilitator
Electronic Media - Communications Department

phone:
fax:
Oh man, Matt, I'm in so much trouble. I tried to email a file to myself so I could work on the magazine from here but I can't open it for whatever reason. Honestly, this computer is driving me nuts.

Anyway, here's my big question! Could you copy the Combined Issue Final Drafts onto a CD and give it to Nate to bring home to me? I don't have a disk drive so it has to be on a CD. It's in the commdisk editorial folder.

Thanks, my dear, good, wonderful, helpful, kind, giving, thoughtful friend. Have I ever told you how good looking you are? And what an excellent writer you are? Really. I'm not just saying that. I've always thought that about you. Or do you know, I'll let you win when I play you in fantasy football. How's that?

Seriously, thanks a whole bunch. I owe you one.

dawn

-----

To: Jan

Subject: now edits for you

Here you go, Jan. Here are the articles I tried to shorten for you. I hope they are okay. The editor's letter and presidents' comments are both a fair bit shorter than the original, which means some very good material had to be left out. Better make sure Susan is okay with the changes. She may rather swap some deleted stuff for what I left in there. But I think they are all at a workable size now.

In the wondering if I think you'd better check our style guide about which titles are italicized. I'm not sure.

I'll send the corrected version of the timeline piece shortly. I assume you sent it to Bud, right, so he could start working on it? I've been getting feedback from Kristin so I'm guessing Bud has it, too. I'll try to finish that up right away.

My computer still isn't connecting with Lotus. I'm doing this at home. But we're leaving here today so I'm hoping to get my computer going VERY SOON. I've worked with AOL for hours trying to find the problem. We're still looking. Arrooooo!!

Attachments:

Take Editor's letter Take President's Interview Take
2.doc 2.doc 2.doc

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130
From: Gloria
To: Ruth
bcc: Dawn

Subject: Re: Fw: WOW CD/DVD's

Thanks, Ruth. The DVD was the only media I contributed. I'm thinking there were eight of them.

Gloria

From: Gloria
To: Josh
cc: Aileen
bcc: Dawn

Subject: Re: footage from

Hi Josh,

Yes, I did receive your email, and forwarded it to Aileen who wanted to review what she had signed. I know she was working on that this morning.

Thanks for checking!

Gloria

From: Gloria
To: Dawn

Subject: your request for emails

Hi Dawn,

I'll be happy to bcc you on my emails, but please let me know when you want me to stop.

Gloria
Not sure if you want all the generations of this piece or just the final copy. I've worked on it a bit, adding some things per Susan's and Kristin's suggestions. It's getting really close BUT I still need to put in a couple items and it's still too long.

I want to cut it by about 600 words (even more depending on if I put in a module about an !)). So that's still some pretty major changes. Have you heard anything back from Bud? Should I just cut material/chunks out or wait for him to choose?

Maybe Kathy could find out when a few started or started working with us -- like (whatever that acronym is), F, and what's the Asian group? I forget. Anyway, that's all I still need to finish this puppy. Can you help?

Thanks, Jon. Talk to you later.

dawn

Attachments:
Timelines90.doc

https://artcom.

Hello Mr. Bud,

How goes the world? I haven't written you directly in a very long time. This is kind of cool.

What I'm writing about is the upcoming combined issue of 5th Anniversary book, which is a good resource but what I'm looking for is a source book or book or whatever with tidbits of information about obscure things. Who might be a good egg to talk to about technological developments over the past 55 years? Can you direct me to someone or some source? Good -- just KNEW you were the right person to ask!! Also, as you well know, we need to have the text done in about a week so I really need to hustle on this. If you could just get me started on my trail of discovery I'd appreciate it.

Thanks, Bud

I'm going to copy Matt on this as well; he's writing the article on technology so I imagine we'll overlap in some areas/resources. This will save duplicating emails.

Thanks again. Talk to you later.

dawn
From: Gloria
To: Aileen
bcc: Dawn
Subject: Excell class

Aileen,
I'd like to take the Excell class that Clay is offering on Thursday morning, Would that be all right? ~Gloria

From: Gloria
To: dwight_
bcc: Dawn
Subject: NT layout signed off

Hi Dwight and Gwynne,
We praise the Lord with you that the *is signed off and released to the typesetters in Dallas! We've been praying and will keep praying during printing and shipping!*

Love,
Gloria

https://orlcom.com... Proxy/?OpenDocument&Form=s_Pria...
Hi Emily,

As part of a DVD duplication order, Patty has asked me to order 10 inserts for the DVD V1. Please charge.

I think you have the graphic for this insert on file. If not, just let me know. The insert measures 10 5/8 X 7 3/16 inches.

If possible we'd like to have them by the end of this week, or as soon as it's convenient for you.

Thanks!

Gloria Ryan
Communications Department

https://orl.com/...b... Notes/Proxy/?OpenDocument&Form=s_Prin...
From: Jewel
To: Dawn
cc: Bud

Subject: Re: Islands pages

Hi Dawn and Kristen,

I passed on the correction to Sean who is doing those pages. I will make sure he saw them and if he has any questions I'll have him get back to you. Thanks for all your help.

Blessings,
Jewel
Dawn

Blessings,
Jewel
Dawn

Good call, Kristen. I'll let Jewel make those changes as you suggested. Thanks for all your input; I appreciate your careful eye and excellent suggestions.

Blessings,

Inbox Message List

[Message is not flagged  [Flag for Follow Up]

From: Jewel
To: Bud
Cc: Dawn
Subject: Re: logo

Hi Bud,

I am having a hard time getting in touch with Dawn. She is at class today so I won't be able to talk with her tomorrow. Pencil in 10:30 Monday for the meeting and we can hope that is OK with her. I will call you as soon as I talk with her. If you could send me your pdfs no later than 9:00 Monday, I can print them out for all to see.

Talk with you soon,
Jewel

Jewel Fink
Design/Communications
X Message is not flagged  [ Flag for Follow Up ]

From: <Jewel>
To: <Bud>, <Roy>, <Dawn>
Subject: Beyond i.e.

Hello Bud,

I got back from my trip yesterday and Roy filled me in on the magazine. We both agree we need to touch base as soon as possible on the layout ideas since time is ticking by. I have read through some of the copy and Roy has told me that Dawn is in the process of cutting it so that it fits. I am starting the basic file layout and had some thoughts about font size and treatment. Roy mentioned that you use Baskerville I believe in 11pt with an indent. We have been using Minion at 9.5 with line spacing. I feel 10pt Minion with an indent should serve both our audiences and would be a good compromise. You will see pdfs with this treatment so that you can judge.

For the meeting, it would be good if we could see pdfs of what you and your team have done so far. We will send you pdfs of concepts we are working on for you to see. Would you have time next Monday to have a phone conference? I will try to get everyone on this and ready. I am anxious to see your ideas for the cover and the main article (ages 3—9).

Call me or email anytime you want. It's going to be a busy few weeks, but we can do this.

Serving Him together,
Jewel

---

Inbox Message List

X Message is not flagged  [ Flag for Follow Up ]

From: <Jewel>
To: <Bud>, <Dawn>, <Susan>, <Roy>
Subject: Re: Beyond logo

Hello Bud,

Thank you for the logo! Did you have a chance to check if Monday would be good for you to meet over the phone about the magazine? I really would like to get that meeting set up today so people have time to prepare. I guess I am a bit concerned about the meeting deadline. If we need to move it back, that can wait because we need to contact the printer and reschedule. With the hurricanes and all, we really are short on time.

Thanks again for getting back to me quickly.

Jewel Fink
Graphic Design/Communications
Hello Dawn,

I hope you are feeling better and getting stronger. I am glad you are heading up this last issue of the combined magazine! Yesterday Roy filled me in on this issue. I am reading over the copy to get a feel for it and I have a few questions for you. Roy has told me that you are working on cutting the copy which is good. I just dropped in the text for the Maciome article (pages 18-19) and it is solid copy with no room left for any kind of headline treatment or graphic.

I also had a question about the rss ad. Do you envision this just copy with samples of each newsletter? Roy wasn’t sure if you were going to rework that or not.

I did mention we still need the wording for the combined credit box, or are we not going to have one. With the mention of the two teams and possible photos of each, I thought it would work well with the box. Let me know.

Did you see the other email I sent to Bud? Would you be able to make a meeting Monday? Susan’s calendar is pretty open and I am waiting to hear back from Bud. According to the schedule Roy gave me, we figure we need all art and layouts from Bud in order to make the press date of the 8th. I’m a little concerned about the tight deadline so want to keep things really moving. Since I have not been in any of the meetings up to now, I need you to help me get on track with the feel and flow of this issue.

Thanks Dawn,

[Signature]

https://crl.com/...
Hello Everyone,

Just a quick update on how things are going up here in Extern, PA. My parents' auction last Saturday went very well. The weather was sunny and we had a good turn out. We have almost everything packed. I worked on the kitchen today. Tomorrow, I will be moving boxes out of closets and finish packing.

Thank you for praying and if you think about it, we would really appreciate prayer that the closings go smooth. They moved the closing up a week to the 14th and 15th. I won't be here, but my brother and brother-in-law will be able to help.

Hope everyone made it through the hurricane and storms OK. I expect to have some cleanup and work to do when I get back.

Will see you next week.

Sincerely,
Jewel

---

To: Kim,
cc: Dawn

Subject: Fw: Packer Pro

---

To: Buy,
cc: Kim

Subject: Packer Pro

From: Jewel
To: Dawn
Subject: Photo needed

Hello Dawn,

I received the team photo for page 2. Now, we have to get our gang together and take one. I made a list below. Let me know if I missed anyone.

Dawn, Jon, Brenda, Jewel, Matt, Susan, Sean, Jorge, Roy, Deanna.

We can name Pixie as not shown.

When would be a good time to shoot one this week? I just found out that Brenda will be having out-patient surgery next week.

Drop me an email when you can.

Just me.

Jewel

Inbox Message List

Message is not flagged. [ Flag for Follow Up ]

From: Jewel
To: Dawn
Cc: Susan
Subject: Maritime article

Hi Dawn,

I worked on the maritime article some more this morning and feel it works best without a side-bar. There really is no room for it and it looks fragmented.

Hope this is OK and we can just put the extra information on the Web.

Thanks,

Jewel
Hello Ruth,

Did you tell me you wrote the text for the combined issue of the magazine? If you did, could I ask you a big favor and see if you could edit it a bit. I have the layout on my computer if you need to see what we are dealing with.

Thanks a lot.

Jewel

Hi Dawn,

I got the text from Pixie and will try to work on that today. We touched base with Bud and they seem to have what they need. I do still have a few items we are waiting on.

1. The credit box
2. The back cover blurb that runs up the side
3. Price information for the stuff
4. New headline to replace "Vested Interest"
5. Writer's name of Vested Interest article

I guess that is it for now. Hope you have a restful weekend. Maybe we should just pull the shades and stay in bed.

Jewel
From: Joanna
To: Matt
bcc: Dawn

Subject: Orbit hours for T2025

Hey Matt---

I just wanted to check with you and make sure that all of your Orbit hours are in.
We're trying to get them all entered so we can look at billing next week.

Thanks,
Joanna

---

From: Joanna
To: Jewel, Jorge
bcc: Dawn

Subject: Orbit task

Hi Jewel and Jorge---

As we're wrapping up, we are trying to get all the Orbit hours in so that we can begin billing for the project. I've added a task called "Graphics" for you to add your hours under. (It looked like there was not a category already existing)

Thanks for all your help!

Joanna
From: Kathie
To: Dawn

Subject: Re: Fw: Request for help (copies of emails)

Dawn,

I’d LOVE to read it when you’re done... and will try-to include you. What about sent emails? my Sen box has quite a few and I expect others do as well...perhaps that could help you focus on people in particular roles? It just occurred to me that reading communications/letters in personnel files, especially any dealing with “hard-to-say” issues could be very revealing...or not? Will you be comp different types of communication? like complimentary, critical, confirmation, challenge, affirmation, routine info? Sounds like potentially a big topic....

Q: do you want emails to any and everyone, or just within the organization?

still missing you in the neighborhood,
From:  Kim
To:  Dawn
cc:  Heather, Susan, Brenda

Subject:  IE mail list numbers for Aug 04

Hello everyone,

Here are the mailing list numbers for this week as of the close of 2:56pm. Please let me know if you have any questions.

Kim

Attachments:
IE Mail List Stats.xls

Hello everyone,

It has recently come to my attention that there is a glitch in our calendar system. When you are selecting an end date for all your repeating calendar entries, you need to select an end date for all your repeating calendar entries. That is why some of you have new invitations to the same meeting. Please don't be confused. I'm not trying to move things around. I just want you to know if, after this and the picture below, this new procedure does not make sense. I will help you.

Many blessings,

Kim

https://url.com...
From: Kim P
To: Kim P
bcc: Dow

Subject: Phone and voice mail instructions

Hello,

I thought this would be good to have on file. Here is the official phone & voice mail instruction sheet—at least until we get a new phone system. (:])

Let me know if you have any questions.

Kim

Attachments:
Phone and Voice Mail Instructions.doc
From: Kristin L.  
To: Dawn  
cc: Jewel  
be: Bud  

Subject: Re: Maritime article

---

Hi Dawn,

Thanks for the encouraging compliments.

How are you doing these days? I'd heard you hadn't been feeling well. I trust all is going well.

You certainly have plenty to keep you busy, especially with Jon gone.

What I saw of the design portion of the mag looks good. I've included my responses to your questions in the text below.

Thanks for working with us on this.

Kristin

---

Hi Dawn,

On another note, I've sent the article back to you.

Kristin

---

Hi Dawn,

One more item to bring to your attention. I sure hope you don't mind.

A sidebar in the historical section says this:

According to addition, after the first solo flight, the fledgling pilot must have his or her shirttail hacked off and nailed to the hangar door. Proudly, he tugged his shirt out for the procedure. "I don't mind," he said in careful English, his eyes sparkling with excitement.

"Losing my shirttail is nothing—a small price to pay for this answer to so many prayers." Purdey is the first Indonesian to join the team.

---

I seem to remember that left the team shortly after obtaining his flight credentials, and went to work for a commercial airline, much to the disappointment of everyone who had put heart and soul into training him. Just to be sure, I checked with Dave, who served there and is now on our senior pilot in training. Here is the link if you'd like to see it:

---

Forwarded by Kristin
To: Dawn
From: Kristin
cc: Bud
Subject: Islands pages

Hi Jewel and Dawn,

Bud just gave me a copy of the two "Islands" pages for the mag. They look great. I especially like the "journal" treatment of the letter.

I saw a few little items that you might want to look at again.

- It looks like the word "to" is missing from a sentence in the third paragraph. "Our other option is to wait up to six weeks . . ."

- In the 4th paragraph, it says, "My husband . . . decides . . ." If this was actually a journal entry, would probably just say "T . . . decides . . ." Or, "My husband . . ."

- Since both names are included in the caption at the bottom, it would be clear who is being talked about, so you could cut a word or two here and make it sound more authentic.

- In the last paragraph, the last sentence has been cut off.

- The caption is difficult to read on the colored background.

- Are you going to have a title on the other page? I'd like to see you revert back to using the SOS title for that page, rather than the journal page, especially since the words, "The Smiths heard the SOS cry of these teams . . ." is on that page.

These are just a few (hopefully helpful) suggestions. Again, I really like what you've done. Keep up the wonderful work!

Kristin
Hi Dawn,

I was just reading over the drafts for the mag. Thanks for all your hard work. You did well.

I just have a couple of items that you might want to reconsider.

One is the word "invent" in the 1977 section. It might be better to say designed or adapted for the field.

Below is a message I read when I was writing about this for you.

Hoping it helps.

Kristin

--- Forwarded by Kristin ---

From: Kristin
To: Water Safety
cc: Larry, Dawn, Jewel, Bud

Subject: pictures for maritime services article?

---

Hi Glenn,

Do you have a photo or two of the , maybe on their sailboat or something? I couldn't find any in my files of stuff you sent me.

If such photos exists and are readily available, preferably digital dpi 300 or better, would you send them to Dawn in Orlando? That would be great. Please copy me and Bud as well.

Thanks again for all your good help!

Kristin
Heather,

Before you respond to Pixie in an email, let’s talk this through. I’ve had conversation with Russ about this already and he with Chuck already.

I want us to own the parts of this project that we didn’t do well and to push back on the things that SM needs to own up to. Let’s do that. We need to not be making general statements or get caught in the emotion of the past 6 months (really easy to do on this one, that’s for sure).

We don’t need a staff meeting today — but an annual report review meeting might be in order. You, me, Jorge...any one else? We don’t have to bring in Jorge for the whole thing, either — probably best if we don’t. Can we meet at 9? 9:30? My morning can juggle around to fit whatever works best for you on this today.

Ruth
Interim VP for Communications

--- Forwarded by Ruth
---
Ruth
05/12/2005 08:03 AM
To: Heather
cc: Mark
Subject: Annual Report

Doug,

While the general rule (and it’s a good one) is that those cards are to be used as IS and for U.S. members in the U.S. (not other organizations that Wycliffe members like and want to raise money for, either -- yes we get those requests) this seems like the kind of exception we should be willing to make.

As long as the letter on the back is from US? How people are to respond (and those involved in receiving those responses are aware any unusual ways those need to be handled, this is fine.

I’ve not recently looked at the text on the mechanism, but totally trust that Mark is aware of any other parts of the card that might need alteration.

Consider this permission from Communications to make appropriate alterations to the card for this specific instance and person.

Doug

Ruth
Interim VP for Communications

--- Forwarded by Ruth
---
Ruth
05/12/2005 04:33 PM
To: Doug
cc: Heather
Subject: Re: Request from PrintShop-PLS

--- Forwarded by Ruth
---
Ruth
05/12/2005 08:03 AM
To: Heather
cc: Mark
Subject: Annual Report

--- Forwarded by Ruth
---
Ruth
05/12/2005 04:33 PM
To: Doug
cc: Heather
Subject: Re: Request from PrintShop-PLS
Staff Meeting One

VP: …it’s called professional paper. That’s just the title, I don’t know, whatever the brand name is…I don’t know, that just strikes me as funny

Staff person: Where do you get professional paper?

VP: It gives you professional status, …

laughter

VP: Anyhow just so you know, we do use professional paper. …

Laughter

VP: And this is my favorite. I have shared it with some of you already but I’ve finally found the actual ad…you know all these fun little things that come in the mail…these little fliers. This is from a dentist’s office and it’s the one that says “Teeth,” in quotes, “should,” underlined, “last a lifetime like arms and legs.”

(laughter)

Overlapping: yes they should… etc.

DM: Sounds like a dentist came up with that ad.

laughing

VP: Anyhow…that’s one of my all-time favorites.

Sean: …it’s teeth instead of bicuspids

VP: Yea, don’t know.

Laughter,

VP: Anyhow…

Sean: I’m so disturbed…

VP: I haven’t found anything to top that one yet. I…I mean…
Overlapping: Everyone should see it…etc.

VP: Colin, would you open us in prayer?

Male staff person (1): Is that me?

VP: Yes,…

Male staff person (1): Okay. Um…Lord we just thank you for this day and, um…I pray that you would give everybody uh, in that room and everybody listening in by phone a….I pray that you would guide the direction of the meeting and the direction of the conversation, and um..I just pray that, um,,you’d just /?/ everybody as they try and set the direction of the department and so forth. Give everybody peace and joy in the midst of the chaos that we all live in and um, I thank you for this day and I thank you for your joy and for your peace. In Jesus name, Amen.

VP: Mmm… Thank you. Guess I’m first on the list (something about acronyms) Um…I’m supposed to do the official VP update. Um…Yea, we had team leadership meeting this week and (pause) t hen you also heard, um, the announcement yesterday if you were at Entermission, that we have a,… a new boss, new senior VP, um..and its Russ XXX. And we’re very pleased about that and I don’t know how many of you um,. even met Russ or know him well but I’ve known him since I first came into XXX. I remember running into him in XXX I was working in XXX at the time he was in XXX and they were on furlough actually at that time and he was working in what’s now stewardship ministries and…. I just remember …I was really impressed with him. At that time, um,…he was a really nice guy. Easy to talk to. Um…real down to earth; fun; had a real good sense of humor; /?/ communications with people
He was an extra ...he used to work in XXX, so if you ever watch “XXX” look in a couple of the crowd scenes, if you see a guy with a red beard that’s Russ. So that’s kind of a fun little aside about Russ. I think one of the things that always impressed me most, he was the director of the XXX branch um... for a number of years, and so we used to work with him quite frequently with approvals and stuff. He was always my favorite director to work with. Because he was real easy-going in terms of, he’d say, “Yea, send me whatever you’d like to print, you know, and I’ll tell if it won’t work. It wasn’t like, “oh we’ve gotta be careful, we’ve” /?/ go ballistic, you know, all the different directors are all different on that kind of thing but he was always so ...great to work with and just...and he would just us just real honestly “No you’d better not do that” or “Yea, go for it or ....here’s , here’s even something else you can use.” Just always really open and um...you know, willing to work, willing to look for creative solutions and um... he did an amazing job in XXX branch, um, when he was director there. It was during some very difficult times which XXX always seems to be in but, um.. /?/ I think he oversaw the ____- I’m not sure but um,...anyhow, good guy ...um...so I think we can look forward to working with him.

Another piece of the change is the fact that now it’s communications, mobilization, personnel are all under one senior VP and ironically that’s how it was about...3, 4 years ago um..., when we had what we called core programs under RuthAnn XXX Um...moibilization and uh, personnel are pleased about that because they had been trying to do everything more together and then got separated again and so this is pulling that back together and uh...stewardship ministries will be under Chuck XXX at this point so that’s kind of a new thing for them there; not quite sure how that works but they’re
still kind of up in the air about a lot of things ‘cause they don’t really have a VP because Paul is over that department now .. in some sense he’s not really vice president; he’s there just to help them, um, reorganize and figure out how to triple, .. triple funding. So um.. right now the senior leadership team meetings are a little… weird because there isn’t anybody there to really represent stewardship ministries but I’m sure Chuck will pick up that piece and keep working toward and looking for what long term solutions might be and um…Chuck XXX um, was in the senior leadership team meetings for the first time. He’s the new vice president of mobilization so he’s just getting on board. And uh, you could be praying for him. I think he’s in kind of a… awkward situation because he was very much recruited by Dave. And so to come in and, you know, basically, the day you appear,

Break in tape

VP: ….facility, um…the housing in the last couple months has been at 93% occupancy so.. a good hotel occupancy rate is at like 70 some percent, so they’re you know, very full and looking to the future. Now we already have six training camps a year and they could really use just a lodge type facility, they don’t need full apartments and they’re having to turn away people that need apartments, you know, for the, like, a year to live here or you know, just a little longer term than what you’d need a lodge for so they’re going to look in to that seriously, um… also looking at various kinds of other training possibly coming here at some point so, those are kinds of just general updates. Um…didn’t know, I .. if you have any questions in terms of the transition of the new
senior vice president or just wanted to make sure there was time for anybody who had questions. Probably not a whole lot of questions /?/ um…

VP: I had my first meeting with Russ today and then the…our leadership team will be meeting with him and then, of course, before too long we’ll get him down here but he’s a…it was a…a quick decision in the end so he just accepted the position at the end of last week so the whole /?/ you can be praying for that whole area of personnel, um…he’s been director of …basically director of personnel even though Sue’s over the whole big thing so, uh…that’s a big shift and they’ve got to figure out how they’re going to pick up the slack in all that, so, uh, we want to give him lots of grace and time to get his feet on the ground to like, you know, see what this is going to look like um, he comes with lots of experience and knows the organization well so that’s not a problem but just in terms of figuring out what to do in handing things off in personnel, who he’s going to hand them off to, Sue XXX has agreed to stay on, um.. longer, she was originally meant to be leaving in May and she’s agreed to stay on longer and that’s going to give some really good continuity in transition there, so that’s all good news, um..but anyhow, we’ll get Russ down here to, you know, get everybody introduced and get oriented to the dept and you guys all oriented to him so keep working on that.

Um…the other piece I was supposed to update you on is “why am I still here?”

No, um…

Originally, uh, you know, uh, Dave had asked for a short turn-around date once I had said I was interested in resigning and um.. a lot of things have changed in the meantime and so I was asked to stay on and so I’ll be here all this month, I’m still trying to wrap things up, and then, just at the last minute, what Monday?
DM: Mmmhmmm

VP: Monday, I guess it was, Craig XXX pokes his head back in after we’d been having meetings and … “could you at least stay through June to work on strategy?” okay, um…I don’t even know what strategy means.. if it’s, you know, working more on, um trying to get the departments reintegrated again since they’ve kind of drifted apart or, uh..we still need to work through the stuff with prayer ministries and um..I do want to be a help however possible with that. I know Bob’s already asked me to be on a task force that would /?/ prayer ministries things, so, um.. but I do plan on handing off basic department responsibilities by the end of this month and then after that I’ll just be doing whatever people need me to do. Um…kind of on call.

And…we haven’t decided what we’re doing next…

The VP talked uninterrupted for five minutes about her personal and family plans, asked for questions or comments and received none.

VP: Okay, then, next topic.

PL: Next topic, here we go.

The PL talked uninterrupted for six minutes about a DVD project.

PL: We’re not at a point where we’re gonna have the„the okay to send the DVD out to 240,000 people but, there’ll be a wider distribution than that. We’re looking at ways we can serve members and still do some of the surveys things and whatever, so, those are…good news and then, the great thing is, in terms of where we all are, we’re ready to hit full gear into all the preparation for XXX and going on that and pulling the
stuff together from Craig and Jon’s trip so we’re not really sitting in a do-nothing zone. We’ve got a map to work on and the XXX trip. /?/

PL: Okay?

Male staff person (2): Is there a purpose for the map yet? ( quiet talking )

PL: (overlapping) so that I can find things.

VP: The map is, at least the way we envision it, is almost like a mini annual report in that it gives people a real easy picture of here’s the areas of need in the world, here’s maybe a little synopsis of each of the areas, you know, what’s going on there, some key strategy, nice story, changed-life type of thing and then some fun facts, stats, that kind of thing, um..and possibly with a transportation emphasis, too, um…that would talk about some of the XXX stuff in terms of what we said, 80% ?

DM: Yeah, (overlapping)

VP: of the needs in PNG, which is one of the highest need areas of the world, 80% need a helicopter. So just that is, you know, just really interesting and also, you know, get more people interested in giving toward helicopters. So there is some fun stuff that, that will be appropriate to that format, a map format.

Male staff person (2): I’m kind of more interested in /?/ how are we intending to be /?/ passive or passing it on

VP: (interrupting) No it would have,

Male staff person (2): or /?/

VP: at least as we talked about this before and we can talk about it again, it would have a survey element, as well, plus, always an opportunities for involvement, funding,
praying, um…probably more options, we’ve talked about Foundation maybe having a blurb on there, uh…(pause)

DM: it’s still in process

VP: yeah, it…

PL: But it still falls within the *pass it on* mentality of here’s a piece that you may keep it but you may also decide “I’m going to pass this on to somebody I know who teaches a Sunday school class or a Christian teacher or somebody I know that homeschools cause that’s a, gonna be a great resource or it’s a …” (pause)

VP: We talked about running extra too, so that people …you know, cause some people may not want to give theirs up but they’d love to have one, you know, for their Sunday school class, too, so the idea is that people could purchase reasonably additional copies.

PL: Part of any of these *pass it on* pieces also have with them…it’s been a long time that we’ve had the…the strategy that anything we print points to something on the web, but you still have to train people to think to do that and we’ve talked all along that would be content, whether it would be stories or activities that would go along with the map piece that would never fit on the map piece but could be downloadable pdfs; so it’s again, it’s training people that you’re going to get this print thing and then there’s support materials that will make it usable to you available on the web, go there, use that.

DM: Something that we’re going to need to think about if we produce the map thing this summer is, are we gonna have to, are we going to pull some of the content that we have on the DVD piece for introducing the concept of advocacy…and I’m an advocate, and,, you know…
VP: mmmhmm, yeah. That would be..

(Overlapping talk)

Male staff person (2): So we’re not just going to send them a map and don’t have any content…

VP: (interrupting, overlapping) No, no we’re going to have all the same kind of stuff the other piece had to introduce the advocacy piece.

PL: We even want, if you get…so… the marketing mind gets going too much, but we even talked about creating some symbols that represented some of our hottest products, whatever… they, the DVD, the XXX book, whatever it was, and having things marked on the map. So having all the XXX language groups marked on the map cause that happens in the book we should be able to do it here, and then have a little symbol that says, “if you have the XXX book here’s that connection, or if you don’t, you can order it now, call, an operator is waiting to talk to you.”

Laughter

PL: Um..And if, and if..by the time the map is produced, if we knew what kinds things were going to be on the DVD released in the fall, there could even be some things of, coming soon, you know, there is…there is a video piece about that so go on the web and watch this video clip.

Male staff person (2): sort of like the catalogue in map form.

VP, PL and DM overlapping: it could have, it could have elements of that, yeah.

Female staff person: Since this is pass it along like, and that wasn’t received as intended, um…is it possible to present it to the SLT for further discussion as to components that would serve them so that way …
VP: (interrupting) There hasn’t been any um..problem with the idea of advocacy. That hasn’t been a problem and, yeah, of course the elements in it with the mobilization part would be talked about with mobilization, just like always, um…yeah, I mean, the stakeholders are always involved in the production of any piece.

PL: Okay, let’s send this down,

Male staff person (2): Wait I have one more question…regarding /?/ Uh…the print version thing of pass it on…DVD, is that all /?/

DM: yes, yes.

Male staff person (2): So if they’re not going to send out a DVD to everybody, what’s the status of that?

DM: We don’t know.

PL: (overlapping)…a print piece still goes to everybody, or maybe the two print pieces, one that goes to the members with their copy and another version that would go to whatever of their partners that they wanted the DVD sent to.

Female staff person (2): Can I ask a question? Um…I may have missed the information but um…is something going this spring to people to /?/?

PL: There is a letter going in ..hopefully by the end of this month…um…stewardship ministries were doing a design on it,…

Female staff person (2): Stewardship ministries …to the constituency?

VP: Yeah. Yes. That was the alternate plan that had been arrived not by us, but elsewhere.

Male staff person (3): I’ve got a question. Um…I’m not sure if this is the best time, but um…the map piece that’s going out, and I’m not even sure how that would
work logistically, but um… I wonder if there is a way to send a ..uh..like have..two or three different pieces, and you send one piece that goes to people and another piece that goes to churches where they have to get together to make a total piece.

DM: That’s a possibility. Yeah, that’s a good idea.

VP: Yeah, mmhmm.

Male staff person (3): so…so that would actually encourage people to have to do something…I originally thought about it, too, with neighbors../?/ but with churches its easier.

VP: Uh huh. Those are the kinds of things that will be more possible even as the data base stuff gets going. Right now it’s really hard for us to figure out who’s connected and all that but in the future that’ll be more possible.

Male staff person (4): I have a question, too. Um…I know there was a letter../?/

DM: (overlapping) It didn’t go out. That’s the letter that…

Male staff person (4): So people are../?/ How are they going to…

DM: (overlapping) That’s a very good question.

Male staff person (4): I feel for bad for people who are../?/ XXX, XXX, XXX, no not XXX…okay, XXX….

DM: Uh…it was supposed to drop Monday.

Male staff person (4): Okay.

DM: So, um…the people who were notified, it was, there’s probably quite a few of them the members, US members that know about it and there’s probably 50 some odd XXX and XXX administrations that were told about it.

Male staff person (4): Okay.
VP: And there was supposed to have been last month an email that went to the whole membership… US membership worldwide, telling them, “hey this is coming and this is why we quit doing …um.” The whole advocacy strategy here, exploring, um…there’s supposed to be a whole email that we were going to put together on that and um…also promoting the DVD and everything, and of course that didn’t happen, so…the membership../?/

Overlapping talk

Male staff person (4): So…I guess…

Female staff person (2): Is there an alternative to that?

VP: Yes, actually, um… I’m supposed to be working on something that Bob will then send out.

Female staff person (2): so then an explanation…who we are and where we’re going..

Overlapping talk

PL: The good news is, when it all seems really messy and funky to us because we’re living in the middle of it, it is not gonna….when you change from one thing to another and something and then this and there is a delay of a few months and world is…and yeah, that happens everywhere. You know,

DM: And in terms of the constituency, um… we didn’t tell the constituency what the pieces were that they would be receiving …

Male staff person (2): so the only thing they have had so far is the last [magazine]?
DM: And in there it said expect some different kinds of media, and it said we were including a DVD,

Female staff person (2): (overlapping) …it’s been for members…

Overlapping talk

VP: And remember, (overlapping talk) all…, all the donors, if they give every month get XXX, so it’s not like people haven’t had any contact, and the donors are the ones that are going to most notice, like, whatever happened to XXX? So they continue to get regular, you know, frequent mailings, there’s 60,000 people almost, who get XXX so there is something going on. It’s not as much as we wish it was but…

More overlapping talk and brief discussion.

VP: We’re always concerned that we haven’t had enough contact with constituency,…

Male staff person (4): (overlapping) Right, right.

VP: ..but at least that’s getting out there.

DM: And what’s going out now, end of April, is um… a funding letter.

VP: (interrupting) But…a funding letter plus it encourages people to sign up for XXX, I guess. The other thing which is good and bad news is, you know, I…I’m always concerned about, we do get questions about, and I’ve been answering questions, and you probably have, too, about…from members about what’s going on and all that, but I found it interesting there’s still people wanting to know what…what the deal was changing from XXX to XXX, and of course we did a lot of publicity about that and let everybody know the whole strategy about that, and so even when you do it all, even when we
campaigned and everything, people are still, you know...(laugh)...that doesn’t make it better but at least, you know….there you have it.

Male staff person (2): /?/

VP: Yes, ...(overlapping)

Male staff person (2): ...and XXX’s logo everywhere...

VP: ...and I mean, XXX membership is everywhere out there and all they need to do is miss one email and they’re, you know, years behind on these things and so… It’s hard to keep up.

DM: Okay, microphone is on….um…just a quick update on what’s going on with the web. I’ve talked with some of you at different points just to talk about kind of where the state of the nation is, but … get everybody on the same page. Um…Tom has been working with Scott from XXX on plans for the back end technology for the web site and that’s where the majority of our efforts have been concentrated, uh, in the last several months. So it’s not that we’ve forgotten about the web, it’s just there’s a part of it that’s being worked on that we’re not really all that involved with. We want to see it happen, we want it to be done right, but um…Tom and Scott are talking with people in IT and other people, sales people from ven…or from different software vendors and all kinds of stuff. Um..and so, to give you kind of a broad update on that, not all the details, but just a broad update on that, we want the website to be connected with a content management system which will give us kind of a data base of what any stories or prayer requests or um…probably a connection with photos and…um…and we can schedule a date, then, for when those things would be posted on the web. So it’s a place for us to put all of the stuff, and then we just schedule it and that means we don’t have to do a new page design
every time we want to update content on the web site. We just put it in as we are able, and we schedule a date and we don’t have to do anything else. And that’s fantastic.

Um….uh….

PL: Can we get somebody to do that, like, for my house to change the sheets?

Laughter

DM: (laughing) Just schedule a date and somebody comes in and does it. Yeah, exactly, you make the plan ….this is how you change the bed sheets, this is the one you’re going to put on and here’s the date…and that’s kind of how that works.

And, um…we’re also wanting to connect the web site with XXX, that’s the new…um…new…what constituency data base? Is that what we’re calling it?

Male staff person (5): Contact management.

DM: Contact management system. Okay.

Male staff person (5): We’ll also be receiving little piece of /?/.

VP: Otherwise known as CMS, (overlapping)

DM: uh…

VP: another new acronym.

Overlapping talk

DM: So um…there’s some cool stuff about that. Um…a connection to XXX will give the ability to have, uh…special web pages for particular constituents that are in XXX. And um…we would like to have a portion of our website that’s available generally to anyone coming to look for information but also an opportunity for people to sign up to log in to get more specific information. It may, …It may, uh, give us an opportunity to release more sensitive data on the web site to approved users, um…we’ll need to work
that through with the fields to figure out how that will work, but if it’s behind a…a, you know, user name and password, we’ll have a lot more opportunity perhaps to do some things like that. Um…we’ll uh, by allowing for that, um, the system should know if somebody is a giver and what projects they’re giving to, it should know if they’re a potential recruit and who their recruiter is, and we could do surveys asking them more information about themselves that would go back into XXX and we’d find out more data about who they are, the kinds of things they like, there’d be like this conversation between us and the people we’re talking to which is fantastic. Um..It also, I mean, for …for donors, they could see progress on different projects that they’re giving their money towards, um…so it really has a lot of potential. We could also…we talked about when you log in as a user into our web site you can design your own home page in XXX just meaning that actually you could probably even pick how the web site’s going to look to you. Pick your style. Um…and we could do that through cascading style sheets, and that’s like a set of design pages that are applied to different,...different uh, sets of data and we could set that up so there are certain sets that people can just choose and they can look at the whole website with a gigantic font or they can look at the whole web site in skateboarder view, or, I don’t know.

Laughter.

VP: /?/

DM: Yeah, whatever we design. Um… uh, but it really allows the user to be more involved in their experience and that is fantastic. They could say, you know, I wanna, I want on my home page to see anything about Africa, and so the news things that come on
their front page will be about Africa, or maybe the giving projects will be about Africa.

So that’s where things are at now.

Male staff person (5): They could also see their self what mailing lists they’re signed up for, and they could also the see receipts that would be /?/

DM: Yep.

Male staff person (5): /?/

DM: Which is, all of that is …great. So that’s what we’re moving towards. And we are working on scheduling a meeting with XXX but we’re…we had talked about doing it in a couple weeks here…and we just need to be careful not to over inundate people with the XXX trip coming up. Anyway, we’ll,…we may schedule that in the next couple weeks or we may do that a little bit later, but the point of that meeting will be to talk about where, where are we now, and then to start talking about voice for the web, and just like it was for the design team, um…the editorial team will create the voice under the coaching guidance of XXX and that’s the same thing that was done for the new look, that, that we were working on. It was the designer who did it, um…with some help from the XXX. team. So that’s kind of /?/ We’ll probably, af…after that, go through a period of just gathering that can go into whatever databases are created so just gathering stories. Some of that is stuff that we can be thinking about and doing now. When people have down time, just think about what kinds of, do we have any, like, timeless stories that we can kind of update and put in a folder on commdisk so that they would be made ready and available when, when uh,, the web data bases are up. Are there any video clips we can put in a web-ready format?

VP: /?/
DM: I’ll give you the microphone.

VP: Are you still awake, Colin?

Male Staff person (1): Colin: Very much awake, thank you.

VP: Have you got your coffee?

Male staff person (1): Yes, I do.

VP: I thought so.

Male staff person (1): No pixie yet, though.

VP: ah..she must be sleeping in on her birthday or something. Actually, it’s , you know, pretty early. Is this on?

VP: Okay, um….mission statement discussion. We’re going to keep it short this morning.

(The VP spoke for eight minutes, explaining the new mission statement; DM and PL interjected a few jokes but no one else spoke during this discussion.)

End of tape.
Staff Meeting Two

Ruth: I wouldn’t mind so much if I didn’t think it was being recorded.

Kathie: Dawn has left us?

Sean: Dawn has left the building.

Susan: Uh huh. …to Paris, that’s utterly exciting. that’s good.

Sean: I don’t know.

Brian: So what is it about France that makes people want to go to our enemy’s camp?

Sean: Exactly!

Susan: I don’t know, I mean Paris is nice but if I could go anywhere, I would go

Sean: Spain.

Susan: To Province, back to Province,

Kathie: Where?

Susan: To the hills of Province. We happened to be there, we just drove through, you know, and we just happened to be there all the lavender fields were in bloom and all the sunflower fields were in bloom, There’s these beautiful hills, and it looks like California /?/ when you go there, um, there’s these beautiful rolling hills in the soft, gold light, and these beautiful old stucco houses that just have an orangey, goldy,

Ruth: We have stucco,

Overlapping talk.

Female staff person: And the angel is saying,…

Kathie: And it’s June in southern England,
Susan: And there’s towns with a fountain in the middle and a pastry shop on each corner,

Sean: Sheesh, me and my big mouth,

Kathie: And then Judy could tell us about ten more places,

Female staff person: Where is that?

Susan: Province. We just drove through. We did stop for pastry.

Female staff person: So, in Paris,…

Overlapping talk.

Susan: Actually, everybody we met was wonderful, they were friendly, they were dying to speak English with them, a lot of them were studying English so it wasn’t that thing you always hear about, “oh they don’t talk to you if you can’t speak French, whatever.” I mean, everywhere we went, the store clerks…I mean everybody.

Sean: Was Tom carrying around flutes?

(Laughter)

Susan: /?/

Sean: Now it’s all clear.

Susan: The people were just lovely, so..

Female staff person: Now it’s about time. /?/…

Susan: Kate loved Italy. Okay, let’s all go to Europe.

Overlapping talk.

Susan: Okay, ahem…back…we had called this meeting to order, then we all went to Europe.

Ruth: We were never in order.
Susan: I think…Well, no, not really in real order. Um…Ruth, you’re up.

Ruth: (high, bright tone) Hi!!! Good morning (laughter). Next week we’re going to…we’re going somewhere together…down to P--.

Susan: Not Europe.

Laughter.

Ruth: Okay, it’s only a couple miles away and you have to drive yourself..

Kathie: (overlapping) It’s across the pond but a small one.

Ruth: But you know, it’s good. Um, the conference next week, I,… I think we’re going to actually have fun there, I hope…we’ve been trying…

Woohoo!

Ruth: We’ve been trying really hard to make it so people could have fun when they go there and I figure you get 150 people together that all do communications roles, from 33 different mission organizations around the world, yes, you heard it right, there will be people there from Norway and …

Male staff person: Europe.

Susan: Mmmm.

Ruth: One other European country …

(Laughter.)

Ruth: Someplace but anyway, um,…

Heather: Next year we’re hosting it in their country, right?

Ruth: We’re…We’d like to figure out how to do that. The vast majority of the people who will be there, probably 80% of the people attending, are central Floridians and so you know lots of us from XXX and the many XXX organizations, and XXX and
XXX as well as other organizations around, but not exclusively us. Wanted to give you some ideas of what you can look forward to, I don’t know how much you’ve perused the website, some of you look at those things, some of you are still going, “What? We’re going where?” but here’s our plan for next week. This office will be closed, not the whole office, the communications department, will be closed on Thursday of next week and then we will begin the conference Thursday evening and be in the conference Thursday night all day Friday and Saturday until lunch time, um, 11:30 is the official end time for that. And so, by not working Thursday day you actually better…better than make up for the time that you’ll be at the conference, to make things all nice and even and happy so that we’re not you know, just abusive, cracking our whip, and making you do bad thi…

Sean: *Bad!*

Ruth: Yeah. Anyway, Let me tell you a little bit about what the conference is going to look like and encourage you on a few things. Uh, Thursday evening we’re gathering together basically for three things. Uh, one of them is a time of worship. The worship band that will be leading us is…it’s one of the guys on our committee who works at XXX, but he’s on one of the worship teams at the XXX Church and so he’s pulled together a group that actually does this together and so they’re going to do that…and we’ve talked about the …there should be a nice variety of hymns and praise songs, and soft and fast and slow and wild and I don’t know, but it,,it should have a good variety that will… for any of you that speak musical languages, it should hit most of the languages you speak, is kind of how that goes. But there will be a time of worship together, uh, we have keynote speaker, her name is Alice XXX, she is local; works… has worked for a number of different org in this central Florida area, I’ve had a..enough
conversations on the phone that I can tell you that she is one of she, we are gonna enjoy hearing from her. Her expertise is in audience participation which when I tell you that she works for XXX right now training people, you’ll get some idea of the kinds of things she does. But she also does training for CEOs and corporate leaders, and managers and others in the business world, of how do you involve people in the thing that you’re doing, how do you bring people along, and those things. She knows her audience and knows that part of what we do part of our role as communicators is involving our… the, the constituency in the thing that we’re doing and so she will be addressing some of those same principles. I have heard from her that she does a rather interactive program and she has, you said, are people at this conference going to be okay if I ask them to actually do things, and I told her that with the exception of a few who will hide under the table as soon as she mentions that, and she goes, “No, no, no! Volunteers.” I go, “yeah, you’ll get volunteers.”

(Laughter.)

Heather: ahhhh,

Ruth: A few of you can breathe easily. Um..And then that evening what follows is we’ve got an hour set aside for a reception mostly to give us a chance to talk to each other and to meet people uh, and, and cheesecake will be involved and so I don’t know how much better ..uh, I’ve heard, we asked the question of the people providing the food, who’s doing the coffee, you know, is it Kirkland cause if it is I can’t come to the conference uh, and they assured me that they are serving only Barney’s coffee..

Yes…

Ruth: And so…uh, they even gave us a flavor list at one time and I went, I think I’ll be okay, I think…I just really do….Friday morning uh, when you arrive, we will
meet together again for a large group session time of worship together, and then the keynote speaker Friday morning is Steve XXX from XXX, and if you’ve ever heard Steve, …we invited him…we knew we would like at least one of the keynote speakers to have a …they’re all believers, they will all have a spiritual emphasis but we wanted somebody to be a pastor in their spiritual emphasis., you know, there’s, there’s differences between “I’m a practitioner and I love the Lord and I can show you how it fits” and this is a person who is a preacher but we also were looking for someone who we saw as a great example of a good communicator, who tells the story of what God is doing in the world in a way that would demonstrate that to us and uh, so Steve will be there in the morning, and then, uh, from mid morning through later in the afternoon, there will be a set of three workshops… sets and during any one hour you’ll have a choice between four different workshops. Um…I’m going to come back to the workshops to give you an idea of what those are so you can start thinking ahead. Um…we may tap a few of you on the shoulder and push you in a direction and..and that, …you’ll, you’ll understand what, what that’s all about, I think, in a little bit. We’re not gonna like, “if you don’t attend this workshop I’m going to smack yo…” No just, there’s a few that I’ll push you toward.

Um…In the midst of all of that, you know, the important things for some of us to know is there’s the keynote session and then a 30 minute break for snack, and then there’s a workshop and then an hour and a half for lunch, and then there’s a workshop and then there’s a 30 minute break for snack and then there’s a workshop and then there’s an hour and a half for supper. So there’s a lot of time built into this for us to get to know people, and…you know, not to network purely in the sense of “let me find all the business contacts I can make,” um..but to talk to people from other organizations and find
out how they do things. There’ll be an exhibition hall with a few different companies, they’re going to bring their stuff, XXX is going to be there with some of their materials, but there’ll also be an exchange table for any media pieces that the different organizations are bringing or sending ahead so you can look and see what other people are doing, um…

Kathie: Like display? Like in our window?

Ruth: Um..not so much that, I mean, there’s some who are sending…

Overlapping talk. (Kathie and Ruth both talking)

Ruth: There will be a couple examples of things where some groups bring, here’s a hundred copies of our magazine, if you want one, take it; or here’s a hundred copies of one of our favorite brochures, take what you want to use them, like that.

Sean: Or you go, here’s a copy of our favorite brochure. Could you print it for us?

Laughter

Heather: Yes!

Overlapping talk.

Brian: Were you going to describe the venue and the layout?

Ruth: Yep, yep, we’ll get to what that’s going to look like. And then uh, I don’t,…I, I, uh,…somewhere in here I have a list of what’s in all the meals in the sacks but trust me I grinned the whole time they were leading…There’s a guy down at XXX that, basically to prove to the steering committee that we could trust that he could really handle the whole thing he just invited us to lunch one day and did this whole lunch thing. We just sat there going, “you, you can do this for a hundred and fifty peep…., you’re in, you’re the man, you..whatever you want to do.” So the food will be good and that always makes us happy. …’cause I know us.
Ruth talked four more minutes uninterrupted, then asked for questions.

Susan: There is something planned for thanking the volunteers that helped…
Ruth: (overlapping) that are helping?
Susan: umhum.
Male: The left over cheesecake.
Ruth: Right, left over cheesecake.
Heather: That’s generous of…
Kathie: The left-over Barney’s coffee.
Ruth: Here’s a little tea bag we used. Maybe you can use that…
Laughter. Overlapping talk.
Ruth: Yes m’am.
Aileen: On the website they were saying something about parking and it’s going to be packed. Do we need to meet or try to plan to meet like at Publix and car pool together….
Ruth: Anybody who can do a car pool thing, if that’s something that’s not way inconvenient for you, uh, it would be helpful. Uh, It’s Florida so we can park on everything, but they’re in the process of a construction project down there …
Laughter
Ruth: You can park everywhere here except a sink hole.
Male: Really.
Ruth: But it’s going to be tight. The entire staff of XXX is parking somewhere else and shuttling themselves over to the property so that we can have all their parking spaces. Um…But, but any of that is going to help. If all 150 who attend bring a vehicle uh, we’ll be in trouble. That’ll be fun.

Sean: The KOA will be full…

Ruth: The KOA will be full. We’ll be parking in the lake, on the dock, in the boats,

Laughter – In the boats…

Kathie: I’m going to park my car in a canoe.

Ruth: Yes.

Two canoes out, roll the car out onto it..

Kathie: We’ll have a quiet floating day.

Ruth talks uninterrupted again for 12 minutes.

Susan: Will the sessions be…will any of the sessions be taped?

(man talking in the background)

Ruth: They all, they all…all the sessions will be recorded in MP3, CDs with MP3s of all of the sessions will be available for a…I mean, I think we’re talking like 15 bucks for the whole set for anybody that wants it. So…

Brian: except the SAC, the SAC will not be…

Ruth: Yes, SAC entertainment…that’s not…it would be illegal for us to do that.

But key notes and everything will be on tape.

Ruth: Hm?

Sean: Could you give us an expected quantity of attenders for our thing?
Ruth: Uh, there are 150 people attending the whole thing. Um..

Sean: I didn’t…

Heather: They’re all coming to your thi…

Ruth: They’re all coming to yours. It won’t be an even split. We counted…as we looked at things…you know how big that room is so you’re not going to have more than about 40,

Sean: That’s in which one?

Ruth: You’re in the room that…where we had our morning department retreats, that has all the ….stuff.

Sean: Not the screened-in porch. The one that’s…

Ruth: Right.

Jewel: and That’s Saturday.

Ruth: That’s Friday.

Jewel: Oh, that’s Friday.

Ruth: Ok? Wanna know other stuff, come ask. If you don’t want anything, just,,when I wander around and start telling you about it, just nod and smile and keep moving.

Judy: I just want to know… you don’t have a maximum sign-up or anything like that each…each presentation….

Ruth (overlap): Each of the presentations it will just max out when there’s no more room and if you just want to stand for an hour and fifteen minutes, you know, we’re, we’re not worried. We did max out on the number of people. We thought we could only take a hundred and fifty at the conference, we were aiming at a hundred. We’d have
to cap out it at a hundred and fifty based on the things we’d rented like the tent and the chairs and the tables and the portapotty, yes I said portapotty…they’re maximum capacity portapotties,

Laughter. Overlapping talk.

Ruth: We had to close registration about two weeks ago when we had 150, so…we’ve got people on the waiting list wishing they could come.

Sean: So sorry, next year…

Ruth: So sorry…that does not mean you can scalp your…that is not a good way to raise money for the Bibleless…

Laughter

Susan: Okay, sounds exciting.

Kim: I have one question. Um, if there are any emergencies, is there a back-up plan or any sort of way that we can connect with people back here at the office if there is something wrong?

Ruth: Like they need us or we need them?

Kim: Yeah.

Ruth: Like, I have a cell phone and Heather has a cell phone and…

Kim: Okay.

Brian: …uh, your,…your player on your computer, will play your, not your CD player.

Sean: /?/

Brian: Some will, but there’s going to be other materials on there. There’s more CD Roms than there are…just play it with a CD.
Susan: Okay, let’s go over a couple quick things. One, I just wanted to let you know, I just found out this morning but, um. XXX who is the XXX Asia Area Director, is going to be here the week after next and will probably be spending about an hour in our dept and probably …I’m, I’m going to email him and see what he’d like to do, who he’d like to talk to and all that, but probably at least a half hour of that we’ll try to get time, you know, time for all of you to hear something from him, so, just a head’s up on that. I think that’s going to beee….uh, Wednesday afternoon week after next.

Ruth: And, and he will be featured in Entermission.

Yeah.

Ruth: We want to hear him.

Aileen: He’s a neat guy.

Susan: uh hmmm. And, um..one of the things that, you know, we’ve been looking at is how to build a communications hub possibly in Asia area so I don’t know if he’s going to have input on that or if that’s going to be part of our dialogue or what, but anyhow, um, we do have an interest in that and so that, you know, and a little something other than just the usual, you know, directors come through and we listen to them, that kind of thing…there may be something related to that as well. Um…

Kathie: Are you saying he might be recruiting?

Susan: Pardon?

Kathie: Did you, Are you suggesting he might be recruiting?

Susan: No, because the idea is we want Asians to be doing it..laugh..in Asia. Unless you guys are fluent in Chinese or , you know, anything like that, but.. Not that
they couldn’t use some people to, you know, go help with something short term, that
might be a possibility…

Overlapping talk.

Susan: The Asian hub is for Asian countries so…(pause)

Sean: I had a…I was searching for a Chinese poster…

(Laughter.)

Susan: They’re already getting Dawn XXX over there so

Overlapping talk.

Susan: Um…the other thing I just wanted to mention, um.. Heather and Ruth and
I /?/ had our big meeting with Bob yesterday and um…just, we weren’t quite sure, we
made a whole list of things that we said that, you know, we hoped to talk about including,
you know, how to move forward from here, the DVD project, the, you know, what needs
to happen differently in the future and,…ended up most of the discussion was about the
process that we’ve been through leading up to where we are now and um..it went very
well, and um.. he, he, one thing he appreci.., he wanted to let us and you know he
appreciated your discretion in how you talked about things and um…not, you know…
anyhow, just that he appreciates everybody being careful in how you talk about
things, and um… Hope that continues and we said it would. And also just looking
at, um… he said what he had wanted more than anything /?/ in that situation…so we don’t
have answers yet in terms of the DVD, but um… we’re getting, you know, a further
message from him than what we’ve gotten in the past, um…so, anyhow, it’s a…basically
just wanted to let you know that, um… you can have confidence in Bob as our leader and
also that he has, he values this department greatly, um.. and values each of you and wants
to see things move forward in a good way. Um… and wants to see…/*/ so, anyhow, I’m still working on details of, you know, .. the meetings wasn’t so much about the project in particular but anyhow, just so that you know that we’re encouraged and I want you to be encouraged and um..Bob’s been listening very well and a lot, a lot /*/ so.. anyhow, he’s going into board meetings so we even appreciated him even spending the hour with us yesterday. That was a good deal. Um.. and he said this is important and he wanted to do it, so um… but, in light of the fact that I mean, he is always busy …/*/ he’s concerned and um…wants…wants to restore trust, wants to, you know, keep things moving forward and um…also is very um still very focused on um.. wanting our three departments to be integrated, you know which is something that we haven’t you know been able to see clearly yet, um..in terms of all that might shape up, /*/ we had some questions about that too, because that was part of what was supposed to be happening and... We realize that some things just take more time, and other things are just still in change but still we’ve had some concerns about that but it was good to hear him say yeah, that’s …that’s what he wants to see happen. That was encouraging for all of us because that is what we wanted from the beginning /*/ work well together so…. Anyhow, just that note of encouragement and we’ll keep you posted. Also, just, you know, I have,

Kathie: Can I ask one question on that topic? You sound like you didn’t finish conversation…

Susan: no

Kathie: In other words you…you’re anticipating at least another meeting

Susan: (overlapping) Right.

Kathie: …more meetings…
Susan: Well he said he’d get back to us in a couple days. Obviously he’s got a lot of thing he needs to be thinking about right now; he’ll get back in a couple days. And as I said, stuff is just happening at several different levels about several different kinds of things, one is the DVD project in particular um..others are

Kathie: (overlap) so basically it wasn’t a meeting of resolutions but there will be…

Susan: (overlapping) Yeah.

Kathie: …on the way toward…

Susan: Yeah, he’s very eager when he talks, so…it’s good. Anyhow, as you know I keep various messages and pieces of paper posted on my door post um.. and I thought of this one and ?/ and just wanted to share this one again. It’s II Corinthians 6: 1-13.

Susan reads the Bible verses out loud.

Susan: Anyhow, just some encouraging words and that’s it unless somebody has something else? Nothing?

Ruth: Go.

Susan: Thank you.

Kim: The end.
Lunchroom Conversation

Ruth: Survivor is in Gukawaga

Sean: Ignore the tape there.

Tom: …because if I put my food in there I can just digitize it…actually Coreen just wants a copy of it.

Sean: /?/ So do you have a way to digitize tapes.

Tom: Someday.

(laugh)

Ruth: They just drop them all off on the island with nothing, no /?/, no instructions, no nothing. They just drop them off on the island,… and leave them there.

Aileen: Wait, that’s this season?

Female: But …that’s the new one.

Tom: They have to keep camera people around there or we won’t know what happens...

Ruth: There’s camera but I mean, it’s not like they say, “Here’s your stuff and here’s the plan and you’re all on teams and…it’s just they just drop them off…”

Tom: Do they let them carry what’s in their pocket or something, or do they strip them of everything in their pockets?

Ruth: They haven’t shown…they haven’t shown that. They don’t show that. What they’re promoting is that before the first episode is over three people go home.

Aileen: Hm.

Tom: Because they can’t handle it.
Ruth: They don’t say if they get kicked off or if they just go, “I can’t deal with this, if there’s no structure, no rules, no nothing. If we’re just dumped here on this island, I’m not playing.” It’s like Ah..Haaaa…finally …survivor is survivor. And not, “let’s play psychological games.”

Tom: Maybe they’ll start to actually care about, I mean, //?/ have some knowledge about…blesh

Sean: Now it’s a Sociology ...(laugh) game….

Tom: And now because they’ve had so much given to them it’s been a Popularity contest.

Several: Yea. ///////blesh

Tom: Now it becomes, „you actually have skills and you keep people around you may not like because they are keeping you alive.

Aileen: Where’s the island?

Ruth: I don’t know. Oogewamba.

Tom: And I’d keep people…I’d keep people…

Sean: Pilah…Piladoor…something like that.

Tom: And we’d keep people around because they’re chubby and they look like they might make a good lunch later on …

Laugh

Tom: That’s one skinny, get rid of him. We’re keeping the chubby ones.

Sean: But th…you…you know you should keep a skinny one or two just to tide you over until the heavier ones grow.
Tom: Well, they...they aren’t going to grow, man... they’re losing all that weight. You gotta arrange the /?/ which isn’t that hard to do since they aren’t very good at getting out of the woods.

Ruth: You know when you... You heard the general guy’s comment on the TV today and you didn’t anything wrong with it, did you? Did you hear this... the brigideer I forget what, whatever., C?

Aileen: CNN.com

Ruth: …what is he? some guy that’s been a huge, had a huge role in the Iraqi war and all this other stuff and He was at some forum talking and talking whatever and he just said, Man some people are just fun to shoot.

Laughter,

Sean: OHHHH

Ruth: So of course they are backpedaling all over, and they’re going, okay, that was an unfortunate turn of a phrase, and he shouldn’t have said it that way. And... but he’s a ...he really is a well-decorated, well-respected, ...

Overlapping talk.

Tom: Fact is When they’re shooting at you /?/

Overlapping talk.

Ruth: You may think it all you want, however, ...

Tom: When they’re shooting at you it does a lot more not so bad. I mean, I don’t know you’d call it fun, but at least...

Aileen: Yea, fun is probably not the right word.

Ruth: I’m sure that fun was not the appropriate word.
Tom: That may not have even been the word he had in mind, but just not so traumatic to shoot somebody if they’re shooting at you already.

Ruth: Well, and he was talking about people that, I mean, it’s after months and months of, you know, there was context to it, but even in the context…the, “some people are just fun to shoot,” is not…

Tom: He was thinking of reporters mostly

Ruth: Yea, mostly it was, “Do you realize there is a camera on you? Obviously? Are you thinking?

Laughter,

Sean: Do you care?

Ruth: I know you’ve had training about this. There’s people who heard you say that. And you know, it’s like the room all gasped, I mean the room all laughed with him.

Aileen: They laughed?

Ruth: Oh yea.

Sean: Maybe it was just nervous laughter.

Artificial nervous laughter, overlapping talk.

Ruth: I’m processing…did he really say that?

Aileen: So watch the news tonight. You know that um…bowling alley that’s on the corner of Narcoossee,…

Ruth: (overlapping) That 3 points?

Aileen: Yes.

Ruth: Uh Huh.
Aileen: I drove by there this morning on the way to work? Like …four news vans, yellow tape around, ..

Sean: (overlapping in the background) News? What did she say? Vans?? Sounded like she said news mans and I’m like, nah…

Aileen: Back there like a police sting, I don’t know….but for that many news VANS to be there…(laugh)

Sean: It just sounded like it.

Aileen: …it had to have been something big.

Ruth: Yea, if it’s just police, you know it could be something pretty small.

Sean: So somebody took a bowling pin hostage.

Aileen: And they had the yellow tape out.

Ruth: Wouldn’t you just love to hear that there’s some terrorist cell that’s ..

Sean: Infiltrated…

Ruth: …just five miles up the road?

Tom: Where was this?

Aileen and Ruth together: That bowling alley…

Ruth (continues): It’s like Narcoossee and…Hoffner and Goldenrod…Where the .. one Goldenrod, you know, but not the other Goldenrod

Joanna: Do we need to like check on line?

Ruth: Let’s just call the bowling alley.

Laughter. Overlapping talk.

Ruth: “I’d like to know…”

Sean: Is everybody still alive?
Ruth: Can we come and play bowling today or ah…are there bodies all over the place?

Ruth: Do I need to wear my flak jacket to come bowl this afternoon.

Sean: Say that in a nice Eastern accent, (high voice, fake accent) “I’m thinking about bowling…”

Overlapping talk.

Aileen: Sean!

Tom: That’s India.

Sean: Some people are fun to shoot.

Aileen: Sean!

Laughter.

Ruth: Sean is a boy.

Joanna: Did you hear the people in Florida, there’s this couple, that um.. they’re looking for them right now. They’ve had a house with seven children and they severely like abused. There were two twin 14 year old boys in the house, there’s like seven kids, two of the twins weigh 36 and 38 pounds, like starving them…

(Gasp)

Ruth: People like that need to be beat up – a lot. People that …who do that…

Joanna: All the kids except two of them, So five of the kids were pretty much, like, abused and tortured and not fed….And now it’s all come out, like, as of, like, yesterday because one of the boys went to the hospital, he had, like, a… laceration on his head from being /?/ and um… and he did. Like, they said on the news this morning that…they all have …they have custody of all the kids but they’re not…
Overlapping talk.

Joanna: None of them are their biological children…but they’re looking for the this couple to show up for, like, court

Overlapping talk.

Joanna: Like, why weren’t they in custody? When are they going to just show up momentarily to be prosecuted for beating five kids, but ..the other two were considered, like, favorites and so they were…

Ruth: (overlapping) fed.

Joanna: …fine.

Sean: Wasn’t there a story like that in California or something where that one, I think it was one boy out of the family, was kept in the closet and had all that weird kind of crap going on.

Overlapping talk.

Sean: I mean it’s bad enough to do that to a kid anyway. How mentally messed up is that? You know, “What have I done?”

Joanna: Yea.

Ruth: It’s scary to me.

Joanna: The kid that went into the hospital, he was 16 years old and weighed something like….um…I don’t know, like 45 pounds…at 16 years old. They said that’s the average weight of like a four-year old.

Sean: Yea, that’s what I was going to say.
Joanna: They said that the five kids were forced to sleep in a closet and then a wind chime was placed on the door so the parents would know…wake up if they tried to get out.

Sean: I never know what to do with that kind of stuff.

(Another conversation going on in the background)

Teenagers, no doubt.

Overlapping talk. --I was going to say, that’s not ice cream in there, is it?

I mean, I don’t even know like how to get…

Ahhh, it’s in Florida.

Do you know where?

Beverly Hills? Beverly Hills, Florida?

Laughter

Sean: Yea, well thanks for that downer.

Ruth: The world in which we live.

Joanna: Yea.

Sean: My wife and I were talking about that the other day. It’s like, doesn’t it ever just freak you out …thinking about our kids? I’m like, yea. What freaks me out more is the fact that they might have kids an dhow far away we’ll be...you know, how messed up things will be when they have kids?

Ruth: It freaks me out when I see things like the interview with Michael Jackson on TV today. It’s like, how can anyone think this is normal? He frightens me.

Sean: I don’t see why…I mean, just because he’s got a paper nose, or, you know /?/…so he can sing better, hit higher notes…
Ruth: I /?/ my dad this morning, “He just looks like a woman.” I was like, “Take that back!” I was like, “He looked like a woman 15 years ago, now he just looks like a freak!”

Laughter

Ruth: Think of it, 15 years ago, somewhere a few years past, whatever, he got to where he was looking more like a girl. He’s way beyond that.

Sean: Yea, electrolysis…

Ruth: (overlapping) He’s way beyond scary now.

Laughter:

Sean: He’s..he’s like more pale than I am now. He’s like, ….

Overlapping talk.

Female: I’m taking a salad.

Ruth: You’re not scared that we’re being recorded, are ya?

Background: Pink something….

Female: I totally forgot that. Is this for Dawn?

Ruth: Um hm.

Aileen: Yesterday,…

Ruth: There’s nothing on the table.

Sean: You don’t see a tape recorder, it’s not going in circles. Oooo

Aileen: What kind of dressing do you have?

Female: It’s Greek. That /?/ Greek that I always…

Ruth: What’cha eating, Sean? Nothing?

Sean: It’s really good nothing…ummm…really yummy carbohydrates.
Aileen: It’s bad. Really bad.

Sean: No, not so much. Bad for me? That I’ll go. It’s got walnuts in there or something, and even that is mostly descs

Aileen: Oh yea, I forgot.

Ruth: They’re so like sugared up that I hardly noticed them.

Sean: Yea, that last one I had a big old chunck in it…and I was like, we’re boarding on too much here.

Female: A chunk of what?

(two people) Walnuts,

Aileen: We’ve had this discussion before.

Sean: Sorry.

Overlapping talk.

Sean: Oh yuck, why would you put walnuts on things,

Female: And they’re supposed to be so healthy.

Sean: And why do walnuts even have walnuts.

Female: I think I’d like…Laughter

Ruth: Oh those are good.

Sean: Oh yum

Aileen: I had a box of brownies in my apartment and /?/ and Joy were over and I’m like, okay, we’ll make this box of brownies. Well neither of them like nuts so, laughter, they went and started sifting them out of the brownie mix..

Ruth: Nice,..

Aileen: But I didn’t have a sifter, it was just like, ah,m
Ruth: Just dig through it and..

Aileen: It was kind of like…

Overlapping talk.

Aileen: But do you know how long it takes?

Female: They’re looking through your closet looking for cloth that would work,

Ruth: Your fishnet, your stockings, didn’t they think of using those?

Aileen: Yea, cause I have lots of pairs of fish net stockings,

Sean: Speaking of which…

Ruth: You can borrow mine, if you want.

Sean: We were watching the um…presidential…

Ruth: You see them in the row behind…

Overlapping talk.

Ruth: that was so distracting.

Aileen: What?

Ruth: So here we are, the state of the union and they’re doing the Ronald Reagan deal where they’ve got people up around Mrs. Bush, so that they can refer to them and we can go, oh that’s cute, that’s cool and one of the women they flash back to who is an Afgani woman who was voted in their recent election and whatever, and they pan up there and she very polite and, you know, whatever,

Sean: She kept doing that.

Ruth: Well, no, this was the Iraqi woman, but the Afgan woman was the one who had the fish net.

Sean: Oh, okay,
Rut: But behind her, seated so that their knees were about at level with her ears there is this woman with fish net stockings on. So here is Laura Bush and this Afgani woman, and this woman with fishnet stockings..

Laughter.

Sean: I was just like, who wears fishnet stockings to the president’s address. I mean, that’s so absurd!

Overlapping talk, laughing.

Joanna: It’s like, are you going clubbing straight from here or what?

Ruth: /?/ going straight to the after party..

Aileen: That’s funny.

Sean: I’m glad I wasn’t the only one to see her.

Ruth: Oh no.

Laughter.

Ruth: But then his next two, when he had…later he referred to the whole Iraqi election thing, and of course, I mean, they stand and cheer for everything, and they sit and very, oooo, and of course that one was a very much, everybody was on their feet and he had a woman there whose father had been killed 11 years ago by Sadam Husein’s intelligence, whatever thing and she had voted in the election on Sunday and here it is Tuesday night and she’s sitting next to the president’s wife at the state of the union of course and she’s, you know …what was cute is it’s very Iraqi she did this, and but if it’s just one finger she always turned it around and that’s perfect and…but it’s showing the purple on their finger from when they got fingerprinted. So there were a number of people who had purple on their hands.
Sean: Yea.

Ruth: So that was cool. And she got quite a long standing ovation. And then, a little bit later…

Sean: Yea…It was…I was like Okaaaaayyy,

Ruth: Naw, it was okay,

Sean: No, I mean it was good, but, you know,…

Ruth: A little bit later then he read an excerpt from a letter that he got from a mother …

Sean: … it was like ten minutes.

Ruth: Nah.

Sean; Felt like it.

Ruth: Of a Marine who had died …

Sean: Uh huh

Ruth: …in the war in Iraq.

This is when I think I rememnbered that it was on.

Sean: Yea.

Aileen: Right at the end. And it was right at the end, right?

Ruth: The letter was basically, you know, that the boy was proud, and she always wanted to protect him, and last time he left and you know she just like, oh…/?/ And he said it’s okay, Mom, it’s  time for me to protect you, and of course everyone is like, ooooo…They just painted this mom and dad, who had just…They were such clean middle American blue collar a little bit red necky looking so it’s not like it was, you know, my child went to…, you know, my kid is in the marines. and of course she stood
up and the place was, the parents stood up and the place was just, whoopee…Even the chiefs of st

Sean: Everybody

Ruth: Even the chiefs of state… no, not them, not like the military head, but everyone who doesn’t stand up for all the political whoodedoo, you know, everyone was on their feet for that, of course, and then that, when Laura Bush stood up, of course,

Overlapping talk.

Ruth: The Iraqi woman stood up and turned around, and then they’re like…they hugged,

Aileen: And then she got stuck on her thing. I was really glad when they finally panned away from that. I was kind of like, “You can sit down and take care of it while you’re sitting, so not everybody else is..” And then it was over. That was the end, I was like..

Sean: Well, what kind of a note do you want to end it on? He’s probably going, “two more minutes and I don’t have to say anything. Just keep clapping.”

Ruth: I know how much, …I mean the polls and stuff, how they… They rate everything, how much…how long were the claps, how many people stood up, how many did that all…all of that is part of how they determine, where is their fight going to be and …what’s the easy stuff.

Aileen: But that, that I don’t think was planned. I ..I think they, they would acknowledge each other. But, I think they even know where they’re going to sit.

Ruth: Yes that’s what they said the next day.

Aileen: So…
Ruth: It,… it just happened and it was very appropriate. I mean they didn’t just
keep going,

Sean: George was like, ooooo

/?\

Ruth: You could tell he was just sitting there going, I’m SO getting points for this.

/\

Sean: It’s the game.

Aileen: Yea.

Sean: I just went to a couple websites the other day and, uh, it’s interesting what
they uh, the mix that people get,…

Overlapping talk: All of a sudden I see,…I know, I don’t know why thye let me
in…All the negative comments.

Sean: I wish we were more like parliament that way. I think it’d be more
interesting,

Ruth: It’s like, whoa,,, , freakin’ out.

Sean: I’m leaving now.

Ruth: Good bye, Sean.

Female: That’s the last male person.

Aileen: Oh, there’s no more males. Do we have to stop it now?
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