Understanding employees from the signals in their language

Control | Collaboration | Change

Kokil Jaidka
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Language is identity too

1 Locus of Control
Do individuals feel “controlled by” or “in control of” their circumstances?
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Do individuals feel “controlled by” or “in control of” their circumstances?

a. The Language of Internals
b. The Language of Externals

N-grams

Jaidka et al. (2018)
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Do individuals feel “controlled by” or “in control of” their circumstances?

2 Collaboration
Are there platforms for idea-sharing, interaction and debate?
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Function-class matching: unconscious & frequent
[Niederhoffer and Pennebaker 2002]

At least you were outside...

It doesn't make much difference...

Doesn't really matter ...
It's not important ...

2 Collaboration
Are there platforms for idea-sharing, interaction and debate?

I'd love to get your thoughts on this when you are available.

Let's discuss later.

[Gilbert 2012; Diehl et al. 2007, Scholand et al. 2010]
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2 Collaboration
Are there platforms for idea-sharing, interaction and debate?

3 Change
As the times change, are individuals able to adapt and stay engaged?
Language is identity too

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Danescu-Niculescu-Mizil et al. (2013)
Solution approach

1. Locus of Control
   Employee engagement surveys can measure life satisfaction, emotional well-being and stress
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Companies can invest in inclusive, interactive platforms for ‘team health’ that reward positive collaboration
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3. Change
   Growing together: affording employees more control as virtual stakeholders, and collaboration in envisioning the future
Thank you!