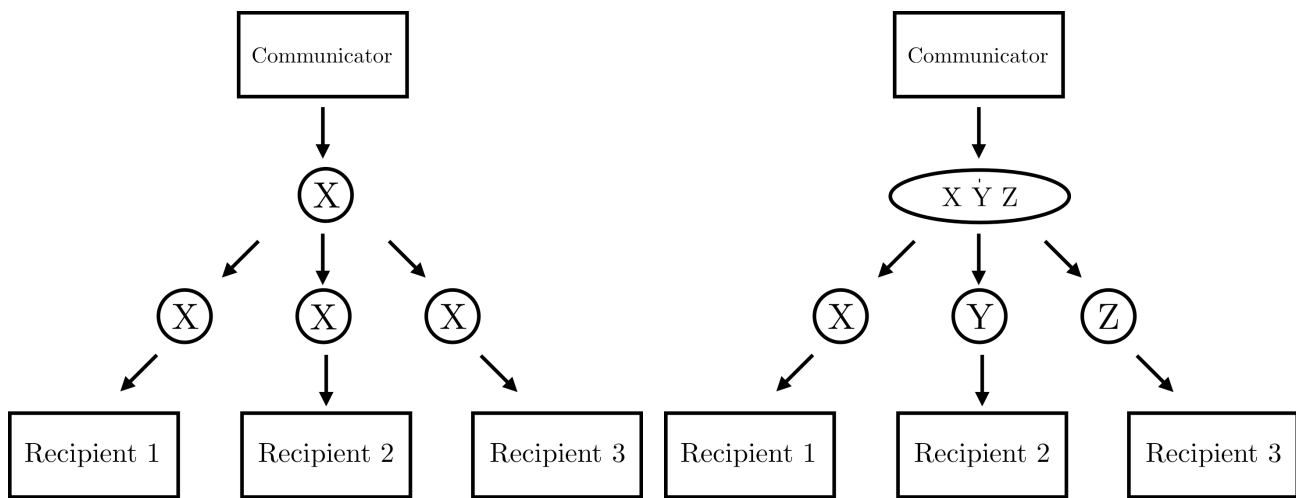


“You can’t handle the truth!”

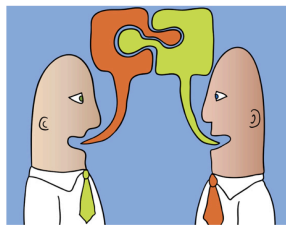
Concepts

Clarity: Communicator sends out message *X*. The message only permits one interpretation, so all receivers interpret the message in way *X*. (*Left Figure*)

Strategic Ambiguity: Communicator sends out message *XYZ*. The message has multiple interpretations, and the receivers interpret the message(s) in different ways: *X*, *Y*, and *Z*. (*Right Figure*)



Tonal Ambiguity: The message content may be clear, but it is difficult to pinpoint the message-giver’s level of seriousness or mood. The potential for tonal ambiguity varies across communication methods.



Increasing Tonal Ambiguity

Strategic Ambiguity in Organizations

Symbols of many interpretations ... Adaptability ... Deniability



Strategic Ambiguity in Interpersonal Relationships

Perceived Similarity ... In-Group Code ... Controlled Sharing of Personal Life

Another Comic...

