Francesca Bargiela-Chiappini, Sandra Harris. The book attempts to answer the question: what do managers in multinational companies really do during meetings? Following fieldwork in three corporations in Britain and Italy, the picture that emerges is one that challenges the widespread understanding of meetings as boring, routine events in the life of an organisation. As the recordings analysed in the book show, organisational meanings and relations come into existence through verbal interaction; these are challenged and manipulated in a constant process of sense-making in search of coherence which eng