Abstract
The business context is one of the social fields in which a high proportion of the active population invests the majority of their work time. These spaces are a reflection of the changes in current societies, which are becoming more and more diverse. Based on the interaction and communicative acts that take place among the different employees, companies can be a space for the inclusion or exclusion of certain collectives. In this article, the impact communicative acts have on companies based on verbal and non-verbal communication is analysed, as well as the context of the interaction and relations, which are either power-related or dialogic, in order to help clarify and differentiate situations of exclusion in the place of work, from those which promote inclusion. Guidelines are also provided for the development of interactions that promote inclusion, taking into account the impact of communicative interaction in addition to those of intention.

Keywords
Company, communicative acts, dialogue.