Brief Contents

Preface

PART ONE: FOUNDATIONS OF INTERPERSONAL COMMUNICATION
Chapter 1  INTERPERSONAL PROCESS
Chapter 2  CULTURE AND INTERPERSONAL COMMUNICATION
Chapter 3  INTERPERSONAL COMMUNICATION AND THE SELF
Chapter 4  PERCEIVING OTHERS

PART TWO: CREATING AND RESPONDING TO MESSAGES
Chapter 5  LANGUAGE
Chapter 6  NONVERBAL COMMUNICATION
Chapter 7  LISTENING: RECEIVING AND RESPONDING
Chapter 8  EMOTIONS

PART THREE: DIMENSIONS OF INTERPERSONAL RELATIONSHIPS
Chapter 9  DYNAMICS OF INTERPERSONAL RELATIONSHIPS
Chapter 10  COMMUNICATION IN CLOSE RELATIONSHIPS: FRIENDS, FAMILY, AND ROMANTIC PARTNERS
Chapter 11  COMMUNICATION CLIMATE
Chapter 12  MANAGING CONFLICT

Glossary
References
Credits
Author Index
Subject Index
PART ONE: FOUNDATIONS OF INTERPERSONAL COMMUNICATION

CHAPTER 1  INTERPERSONAL PROCESS

Why We Communicate
  • Physical Needs
  • Identity Needs
  • Social Needs
  • Practical Needs

The Communication Process
  • A Model of Communication
  • Insights from the Transactional Communication Model
  • Communication Principles
  • Characteristics of Interpersonal Communication
  • Communication Misconceptions

Communication Competence
  • Communication Competence Defined
  • Characteristics of Competent Communication

Social Media and Interpersonal Communication
  • Characteristics of Social Media
  • Social Media and Relational Quality
  • Communicating Competently with Social Media

Check Your Understanding
Key Terms
Activities

Features
  • At Work: Communication And Career Advancement
  • Dark Side Of Communication: Loneliness And The Internet: A Delicate Balance
CHAPTER 2  CULTURE AND INTERPERSONAL COMMUNICATION

Culture and Communication
- Culture and Co-Culture
  - Intercultural Communication
  - Interpersonal and Intercultural Communication
  - Intercultural Differences as Generalizations

Cultural Values and Norms
- High vs. Low Context
- Individualism vs. Collectivism
- Power Distance
- Uncertainty Avoidance
- Achievement vs. Nurturing

Co-Cultures and Communication
- Ethnicity and Race
- Gender Identity/Sexual Orientation
- Age/Generation
- Socioeconomic Status

Codes and Culture
- Verbal Codes
- Nonverbal Codes
- Decoding Messages

Developing Intercultural Communication Competence
- Motivation and Attitude
- Tolerance for Ambiguity
Check Your Understanding
Key Terms
Activities

FEATURES
- FOCUS ON RESEARCH: Fitting In: Disabilities on the Job
- DARK SIDE OF COMMUNICATION: Accents and Stigmas
- MEDIA CLIP: A Blending of Cultures: Modern Family
- AT WORK: Organizations Are Cultures
- ASSESSING YOUR COMMUNICATION: What is Your Intercultural Communication Competence?
- MEDIA CLIP: Out of His Element: An Idiot Abroad
- FOCUS ON RESEARCH: The Relational Challenges of Studying Abroad

CHAPTER 3 INTERPERSONAL COMMUNICATION AND THE SELF

Communication and the Self-Concept
- How the Self-Concept Develops
- Characteristics of the Self-Concept
- The Self-Fulfilling Prophecy and Communication

Presenting the Self
- Public and Private Selves
- Characteristics of Impression Management
- Face-to-Face Impression Management
- Impression Management and Social Media
- Impression Management and Honesty
Disclosing the Self
• Models of Self-Disclosure
• Benefits and Risks of Self-Disclosure
• Guidelines for Self-Disclosure
• Alternatives to Self-Disclosure

Check Your Understanding
Key Terms
Activities

FEATURES
• FOCUS ON RESEARCH: Mirror, Mirror on the Cyberwall
• MEDIA CLIP: Overcoming a Negative Appraisal: The Way Way Back
• AT WORK: Impression Management in The Workplace
• MEDIA CLIP: The Promise and Perils of Online Relationships: Catfish
• DARK SIDE OF COMMUNICATION: Getting Hoaxed Online
• FOCUS ON RESEARCH: TMI in the Classroom
• ASSESSING YOUR COMMUNICATION: Online and Offline Self-Disclosure

CHAPTER 4 PERCEIVING OTHERS
The Perception Process
• Reality Is Constructed
• Steps in the Perception Process

Influences on Perception
• Access to Information
• Physiological Influences
• Psychological Influences
• Social Influences
• Cultural Influences

Common Tendencies in Perception
• We Make Snap Judgments
• We Cling to First Impressions
• We Judge Ourselves More Charitably than We Do Others
• We Are Influenced by Our Expectations
• We Are Influenced by the Obvious
• We Assume Others Are Like Us

**Synchronizing Our Perceptions**
• Perception Checking
• Building Empathy

Check Your Understanding
Key Terms
Activities

**FEATURES**
• Media Clip: One Person, Many Narratives: *Stories We Tell*
• At Work: Sexual Harassment and Perception
• Focus on Research: Does Honesty Hurt? Receivers Say “Yes,” Senders Say “No”
• Dark Side of Communication: The Gaslight Effect
• Media Clip: Gaining and Using Empathy: *White Collar/Undercover Boss*
• Assessing Your Communication: Your Empathy Quotient

**PART TWO: CREATING AND RESPONDING TO MESSAGES**

**CHAPTER 5 LANGUAGE**

**The Nature of Language**
• Language Is Symbolic
• Language Is Rule-Governed
• Language Is Subjective
• Language and Worldview

**The Impact of Language**
• Naming and Identity
• Affiliation
• Power and Politeness
• Sexism and Racism
• Precision and Vagueness
• The Language of Responsibility

**Gender and Language**
• Extent of Gender Differences
• Accounting for Gender Differences
Social Media and Language
• Online Language and Impression Management
• Online Language and Gender

Check Your Understanding
Key Terms
Activities

FEATURES
• Media Clip: See What I’m Saying
• Focus on Research: The Negative Consequences of Fat Talk
• At Work: Swearing on the Job
• Assessing Your Communication: Sexist Language
• Media Clip: The Help
• Dark Side of Communication: The Incivility of Hate Speech
• Focus on Research: The Languages of Texting and Talking

CHAPTER 6 NONVERBAL COMMUNICATION

Nonverbal Communication Defined
Characteristics of Nonverbal Communication
• All Behavior Has Communicative Value
• Nonverbal Communication Is Primarily Relational
• Nonverbal Communication Is Ambiguous
• Nonverbal Communication Occurs in Mediated Messages
• Nonverbal Communication Is Influenced by Culture and Gender

Functions of Nonverbal Communication
• Creating and Maintaining Relationships
• Regulating Interaction
• Influencing Others
• Concealing/Deceiving
• Managing Impressions

Types of Nonverbal Communication
• Body Movement
• Touch
• Voice
• Distance
• Territoriality
• Time
• Physical Attractiveness
• Clothing
• Physical Environment
Check Your Understanding
Key Terms
Activities

FEATURES
• Focus on Research: It’s About Time: The Costs of Delayed Responses
• Assessing Your Communication: Nonverbal Immediacy
• Media Clip: Scandal
• Focus on Research: Power Posing
• At Work: Touch and Career Success
• Dark Side of Communication: The Inequality of “Lookism”
• Media Clip: Crazy, Stupid, Love

CHAPTER 7 LISTENING: RECEIVING AND RESPONDING

The Nature of Listening
• The Importance of Listening
• Listening Defined
• Listening Styles
The Challenge of Listening
• Listening Is Not Easy
• All Listeners Do Not Receive the Same Message
• Poor Listening Habits
Components of Listening
• Hearing
• Attending
• Understanding
• Remembering
• Responding
Types of Listening Responses
• Silent Listening
• Questioning
• Paraphrasing
• Empathizing
• Supporting
• Analyzing
• Evaluating
• Advising
• Which Style to Use?
Check Your Understanding
Key Terms
Activities

FEATURES
• At Work: Listening on the Job
• Assessing Your Communication: Your Listening Styles
• Media Clip: The Devil Wears Prada
• Dark Side of Communication: Hearing Loss and Relational Stress
• Focus on Research: Feeling Understood and Appreciated
• Media Clip: 50/50
• Focus on Research: Exchanging Advice Online

CHAPTER 8 EMOTIONS

What Are Emotions?
• Physiological Changes
• Nonverbal Reactions
• Cognitive Interpretations
• Verbal Expression

Influences on Emotional Expression
• Personality
• Culture
• Gender
• Social Conventions and Roles
• Social Media
• Emotional Contagion

Guidelines for Expressing Emotions
• Recognize Your Feelings
• Choose the Best Language
• Share Multiple Feelings
• Recognize the Difference between Feeling and Acting
• Accept Responsibility for Your Feelings
• Choose the Best Time and Place to Express Your Feelings

Managing Emotions
• Facilitative and Debilitative Emotions
• Thoughts Cause Feelings
• Irrational Thinking and Debilitative Emotions
• Minimizing Debilitative Emotions
• Maximizing Facilitative Emotions

Check Your Understanding
Key Terms
Activities

FEATURES
• Media Clip: Intelligence of Another Variety: The Big Bang Theory
• Focus on Research: Saying “I Love You”: Different Cultures, Different Rules
• Media Clip: Social Rules and Emotions: Mad Men
• At Work: Emotion Labor on the Job
• Focus on Research: Online Ranting: Helpful or Harmful?
• Assessing Your Communication: Your Emotional Intelligence
• Dark Side of Communication: Jealousy and Rumination: An Unhealthy Combination

PART THREE: DIMENSIONS OF INTERPERSONAL RELATIONSHIPS

CHAPTER 9 DYNAMICS OF INTERPERSONAL RELATIONSHIPS

Why We Form Relationships
• Appearance
• Similarity
• Complementarity
• Rewards
• Competency
• Proximity
• Disclosure

Relational Dynamics and Communication
• Developmental Models of Interpersonal Relationships
• Dialectical Perspectives on Relational Dynamics

Communicating About Relationships
• Content and Relational Messages
• Maintaining and Supporting Relationships
• Repairing Damaged Relationships

Check Your Understanding
Key Terms
Activities
CHAPTER 10  COMMUNICATION IN CLOSE RELATIONSHIPS: FRIENDS, FAMILY, AND ROMANTIC PARTNERS

Intimacy in Close Relationships
- Dimensions of Intimacy
- Gender and Intimacy
- Culture and Intimacy
- Social Media and Intimacy

Communication in Friendships
- Types of Friendships
- Friendships, Gender, and Communication
- Friendship and Social Media
- Communication in Successful Friendships

Communication in the Family
- Creating the Family through Communication
- Patterns of Family Communication
- Effective Communication in Families

Communication in Romantic Relationships
- Characteristics of Romantic Relationships
- Effective Communication in Romantic Relationships

Check Your Understanding
Key Terms
Activities

FEATURES
- Media Clip: TV Reality Shows
- Dark Side of Communication: The Anguish of Abusive Relationships
- Focus on Research: Online Dating: Many Happy Returns
- Media Clip: (500) Days of Summer
- Focus on Research: Tethered by Cell Phones: A Connection-Autonomy Dilemma
- At Work: Social Capital and Career Advancement
- Assessing Your Communication: Forgiveness-Granting Strategies

FEATURES
- Media Clip: Intimacy in the Digital Age: Her
- At Work: Can Women Be Coworkers and Friends?
- Focus on Research: Rules for Facebook Friendships
- Assessing Your Communication: Family Communication Patterns
- Media Clip: Mismanaging Family Boundaries: Our Idiot Brother
- Focus on Research: Friends or Lovers? What about Both?
- Dark Side of Communication: Virtually Unfaithful: Emotional Infidelity Online
CHAPTER 11  COMMUNICATION CLIMATE

What Is Communication Climate?

How Communication Climates Develop
• Levels of Message Confirmation
• Defensiveness
• Climate Patterns

Creating Supportive Climates
• Evaluation versus Description
• Control versus Problem-Orientation
• Strategy versus Spontaneity
• Neutrality versus Empathy
• Superiority versus Equality
• Certainty versus Provisionalism

Invitational Communication
• The Language of Choice
• Responding Non-Defensively to Criticism

Check Your Understanding

Key Terms
Activities

FEATURES
• At Work: Take This Job and Love it
• Media Clip: The Cost of Unbridled Aggressiveness: Bully
• Assessing Your Communication: Confirming and Disconfirming Communication
• Focus on Research: Saving Face While Delivering Bad News
• Dark Side of Communication: Cyberbullying: Inflicting Online Pain
• Focus on Research: Blurtting
• Media Clip: Everyone’s a Critic: Performance Contests on TV

CHAPTER 12  MANAGING CONFLICT

What Is Conflict?
• Expressed Struggle
• Perceived Incompatible Goals
• Perceived Scarce Resources
• Interdependence
• Inevitability
Conflict Styles
• Avoidance (Lose-Lose)
• Accommodation (Lose-Win)
• Competition (Win-Lose)
• Compromise (Negotiated Lose-Lose)
• Collaboration (Win-Win)
• Which Style to Use?

Conflict in Relational Systems
• Complementary and Symmetrical Conflict
• Toxic Conflict: The “Four Horsemen”
• Conflict Rituals

Variables in Conflict Styles
• Gender
• Culture

Conflict Management in Practice

Check Your Understanding

Key Terms

Activities

FEATURES
• Media Clip: High-Stakes Conflict: The Hunger Games
• At Work: Third-Party Dispute Resolution
• Dark Side of Communication: When Silence Isn’t Golden
• Assessing Your Communication: Your Method of Conflict Resolution
• Focus on Research: Attachment, Conflict, and the Four Horsemen
• Focus on Research: “We Have to Talk”: Men and Women in Conflict
• Media Clip: Resolvable Conflicts: Home Buying and Design Show