Part I: Understanding Interpersonal Communication

Chapter 1: An Orientation to Interpersonal Communication

A MODEL OF INTERPERSONAL COMMUNICATION

Messages

Message Production

Message Interpretation

Interaction Coordination

Communication Context

THE PURPOSES OF INTERPERSONAL COMMUNICATION

We Share Meaning

We Meet Goals

We Manage Our Personal Identities

We Conduct Our Relationships

CHARACTERISTICS OF INTERPERSONAL COMMUNICATION

Interpersonal Communication Is Transactional

Interpersonal Communication Is Irreversible

Interpersonal Communication Is Situated

Interpersonal Communication Reveals Relationship Qualities

Interpersonal Communication Is Continuous

ETHICS AND INTERPERSONAL COMMUNICATION

THE DARK SIDE OF INTERPERSONAL COMMUNICATION

DIVERSITY AND INTERPERSONAL COMMUNICATION
Diverse Voices: Lessons from American Experience

INTERPERSONAL COMMUNICATION COMPETENCE AND YOU

- Acquire Interpersonal Communication Knowledge
- Increase Interpersonal Communication Skill
- Be Motivated to Demonstrate Competence
- Develop Behavioral Flexibility
- Create Interpersonal Communication Improvement Plans

UNDERSTANDING SOCIAL MEDIA AND INTERPERSONAL COMMUNICATION

- Traits of Social Media Technology

A Question of Ethics: What Would You Do?

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- Analyze and Apply
- Communication Improvement Plan

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MAKING SENSE OF THE SOCIAL WORLD

- Social Cognition: Automatic and Controlled
- Attention
- Memory
- Judgement
Impression Formation

Making Attributions

Stereotyping

Diverse Voices: Just Walk on By

SELF AND SOCIAL COGNITION: THINKING ABOUT YOURSELF

Self-Concept and Self-Esteem

Self-Concept Development

Messages, Feedback, And Self-Concept

Self-Concept Affects Our Attention and Judgement

Messages Reflect and Maintain Our Self-Concept

Self-Concept Affects Impression Management Strategies

Improving Self-Concept and Self-Esteem

SOCIAL COGNITION AND EMOTION

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Types of Emotions

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FORMING IMPRESSIONS ON SOCIAL MEDIA

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DOMINANT AND CO-CULTURES

Gender
Race
Ethnicity
Sexual Orientation and Gender Identity
Religion
Social Class
Generation
Cultural Identity

HOW CULTURES DIFFER

Time Orientation
The Importance of Context for Sharing Meaning
The Value of the Individual vs. the Group

Diverse Voices: Individualism and Collectivism

Attitudes toward Predictability and Uncertainty
Attitudes about Social Power Distribution
Masculine vs. Feminine Orientation
Norms About the Use of Emotions

BARRIERS TO EFFECTIVE INTERCULTURAL COMMUNICATION

Anxiety
Assumed Similarity or Difference
Ethnocentrism
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Incompatible Communication Codes
Incompatible Norms and Values

THE PYRAMID MODE OF INTERCULTURAL COMPETENCE
Requisite Attitudes
Developing Culture-Specific Knowledge and Skills
Internal and External Outcomes

SOCIAL MEDIA ACROSS CULTURES
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Speech Acts

The Cooperative Principle

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MEANING WITHIN THE SOCIAL AND CULTURAL CONTEXT

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- Cultural Differences

Diverse Voices: Latin American and Anglo American Use of Personal Space in Public

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- Interpreting a Violation

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- Sending Nonverbal Messages

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- Interpreting Nonverbal Messages

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