Brief Contents

PART ONE: FOUNDATIONS OF INTERPERSONAL COMMUNICATION

CHAPTER 1: Interpersonal Process 1
CHAPTER 2: Interpersonal Communication in a Changing World: Culture and Social Networking 28
CHAPTER 3: Communication and the Self 64
CHAPTER 4: Perceiving Others 106

PART TWO: CREATING AND RESPONDING TO MESSAGES

CHAPTER 5: Language 140
CHAPTER 6: Nonverbal Communication 174
CHAPTER 7: Listening: Receiving and Responding 208
CHAPTER 8: Emotions 244

PART THREE: DIMENSIONS OF INTERPERSONAL RELATIONSHIPS

CHAPTER 9: Dynamics of Interpersonal Relationships 278
CHAPTER 10: Communication Climate 310
CHAPTER 11: Managing Conflict 348
CHAPTER 12: Interpersonal Contexts: Friends, Family, and Intimate Relationships 382

GLOSSARY G-1
REFERENCES R-1
CREDITS C-1
AUTHOR INDEX A-1
SUBJECT INDEX SI-1
# Contents

**Preface**  xiv

## Part One: Foundations of Interpersonal Communication

### Chapter 1: Interpersonal Process

**Why We Communicate**  3
- Physical Needs  4
- Identity Needs  5
- Social Needs  6
- Practical Needs  7

**The Communication Process**  8
- A Model of Communication  8
- Insights from the Transactional Communication Model  9
- Communication Principles  11
- Communication Misconceptions  13

**Interpersonal Communication Defined**  15
- Quantitative and Qualitative Definitions  15
- Personal and Impersonal Communication: A Matter of Balance  17

**Communication Competence**  19
- Communication Competence Defined  20
- Characteristics of Competent Communication  22

**Summary**  25

**Key Terms**  26

**Activities**  26

### Features

- At Work: Communication and Career Advancement  7
- Focus on Research: Maintaining Relationships through Daily Conversations  19
- Focus on Research: How to (Not) Antagonize Your Professor: Adapting E-Messages  23
- Dark Side of Communication: Excessive Self-Monitoring Discourages Intimacy  24

## Chapter 2: Interpersonal Communication in a Changing World: Culture and Social Networking  28

**Interpersonal Communication in a Diverse World**  30
- Fundamentals of Culture  30
- Cultural Values and Norms  36
- Codes and Culture  41
- Developing Intercultural Communication Competence  48
Social Media in a Changing World 51
- Characteristics of Social Media 52
- Social Media and Relational Quality 54
- Communicating Competently with Social Media 56

Summary 60
Key Terms 61
Activities 62

Communication and the Self 64

Communication and the Self-Concept 66
- How the Self-Concept Develops 67
- Characteristics of the Self-Concept 70
- The Self-Fulfilling Prophecy and Communication 73
- Changing Your Self-Concept 76

Presenting the Self: Communication as Identity Management 77
- Public and Private Selves 78
- Characteristics of Identity Management 79
- Why Manage Impressions? 80
- How Do We Manage Impressions? 82
- Identity Management and Honesty 84

Disclosing the Self: What to Reveal? 85
- Models of Self-Disclosure 87
- Benefits and Risks of Self-Disclosure 90
- Guidelines for Self-Disclosure 94
- Alternatives to Self-Disclosure 96

Summary 101
Key Terms 102
Activities 103

Perceiving Others 106

The Perception Process 109
- Reality Is Constructed 109
- Steps in the Perception Process 111

Influences on Perception 116
- Physiological Influences 116
- Psychological Influences 118
FEATURES
AT WORK: SEXUAL HARASSMENT AND PERCEPTION 120
FOCUS ON RESEARCH: ETHNICITY SHAPES PERCEPTIONS 122
FOCUS ON RESEARCH: DOES HONESTY HURT? RECEIVERS SAY “YES,” SENDERS SAY “NO” 127
DARK SIDE OF COMMUNICATION: WHEN EMPATHY GOES OVERBOARD 133

Social Influences 119
Cultural Influences 122

Common Tendencies in Perception 124
We Make Snap Judgments 124
We Cling to First Impressions 126
We Judge Ourselves More Charitably than We Do Others 127
We Are Influenced by Our Expectations 128
We Are Influenced by the Obvious 128
We Assume Others Are Like Us 129

Synchronizing Our Perceptions 130
Perception Checking 80
Building Empathy 132

Summary 136
Key Terms 137
Activities 137

CHAPTER 5
Language 140

The Nature of Language 142
Language Is Symbolic 142
Language Is Rule-Governed 143
Language Is Subjective 145
Language and Worldview 146

The Impact of Language 148
Naming and Identity 148
Affiliation 149
Power 150
Sexism and Racism 152

Uses (and Abuses) of Language 155
Precision and Vagueness 155
The Language of Responsibility 161
Disruptive Language 165

Gender and Language 167
Extent of Gender Differences 167
Accounting for Gender Differences 169

Summary 170
Key Terms 171
Activities 172
Nonverbal Communication 174

Nonverbal Communication Defined 177

Characteristics of Nonverbal Communication 177

All Behavior Has Communicative Value 178

Nonverbal Communication Is Primarily Relational 179

Nonverbal Communication Is Ambiguous 180

Nonverbal Communication Is Influenced by Culture and Gender 181

Functions of Nonverbal Communication 182

Creating and Maintaining Relationships 183

Regulating Interaction 183

• Influencing Others 186

Concealing/Deceiving 186

Managing Identity 188

Types of Nonverbal Communication 189

Body Movement 189

Touch 192

Voice 194

Distance 197

Territoriality 199

Time 199

• Physical Attractiveness 201

Clothing 202

Physical Environment 203

Summary 204

Key Terms 205

Activities 206

CHAPTER 7

Listening: Receiving and Responding 208

The Nature of Listening 210

• The Importance of Listening 210

Listening Defined 211

Reasons for Listening 214

The Challenge of Listening 216

Listening Is Not Easy 216

All Listeners Do Not Receive the Same Message 218

Poor Listening Habits 218
CONTENTS

FEATURES

AT WORK: LISTENING ON THE JOB 212
FOCUS ON RESEARCH: DIVIDED ATTENTION: PHONING WHILE DRIVING 217
DARK SIDE OF COMMUNICATION: HEARING LOSS AND RELATIONAL STRESS 219
FOCUS ON RESEARCH: BLOGGING AS SOCIAL SUPPORT FOR THE MORBIDLY OBSESE 233

Components of Listening 219

Hearing 219
Attending 220
Understanding 221
Remembering 221
Responding 222

Types of Listening Responses 222

Silent Listening 223
Questioning 224
Paraphrasing 227
Empathizing 229
Supporting 231
Analyzing 235
Evaluating 235
Advising 236
Which Style to Use? 237

Summary 240

Key Terms 241

Activities 241

CHAPTER 8

Emotions 244

What Are Emotions? 247

Physiological Changes 248
Nonverbal Reactions 248
Cognitive Interpretations 250
Verbal Expression 250

Influences on Emotional Expression 252

Personality 252
Culture 252
Gender 255
Social Conventions and Roles 255
Fear of Self-Disclosure 257
Emotional Contagion 257

Guidelines for Expressing Emotions 258

Recognize Your Feelings 258
Choose the Best Language 259
Share Multiple Feelings 261
Recognize the Difference between Feeling and Acting 262
Accept Responsibility for Your Feelings 262
Choose the Best Time and Place to Express Your Feelings 262
CHAPTER 10
Communication Climate 310

What Is Communication Climate? 312
How Communication Climates Develop 313
Levels of Message Confirmation 314
Defensiveness 321
Climate Patterns 323
Creating Positive Climates 325
Reducing Defensiveness 325
Offering Constructive Criticism 332
Transforming Negative Climates 334
Seek More Information 334
Agree with the Critic 338
Summary 344
Key Terms 345
Activities 346

CHAPTER 11
Managing Conflict 348

What Is Conflict? 351
Expressed Struggle 351
Perceived Incompatible Goals 351
Perceived Scarce Resources 352
Interdependence 352
Inevitability 352
Functional and Dysfunctional Conflicts 353
Integration versus Polarization 354
Cooperation versus Opposition 354
Confirmation versus Disconfirmation 355
Agreement versus Coercion 355
De-escalation versus Escalation 355
Focusing versus Drifting 355
Foresight versus Shortsightedness 356
Positive versus Negative Results 357
Conflict Styles 357
Avoidance (Lose-Lose) 358
Accommodation (Lose-Win) 360
Competition (Win-Lose) 361
Compromise (Negotiated Lose-Lose) 362
Collaboration (Win-Win) 363
Which Style to Use? 367
Conflict in Relational Systems 367
  Complementary, Symmetrical, and Parallel Styles 368
  Toxic Conflict: The "Four Horsemen" 370
  Conflict Rituals 371

Variables in Conflict Styles 372
  Gender 372
  Culture 374

Conflict Management in Practice 375
  Summary 379
  Key Terms 380
  Activities 380

CHAPTER 12
Interpersonal Contexts: Friends, Family, and Intimate Relationships 382

Communication in Friendships 384
  Types of Friendships 384
  Friendships, Gender, and Communication 386
  Communication in Successful Friendships 389

Communication in the Family 391
  Creating the Family through Communication 392
  Patterns of Family Communication 393
  Types of Family Relationships 396
  Effective Communication in Families 399

Communication in Intimate Relationships 402
  Dimensions of Intimacy 402
  Gender and Intimacy 404
  Culture and Intimacy 405
  Social Media and Intimacy 406
  Commitment in Intimate Relationships 406
  Maintaining Intimate Relationships 408

Summary 409
  Key Terms 410
  Activities 410

GLOSSARY G-1
REFERENCES R-1
CREDITS C-1
AUTHOR INDEX  AM
SUBJECT INDEX SI-1