INTERPERSONAL COMMUNICATION

Building Connections Together

TERI KWAL GAMBLE & MICHAEL W. GAMBLE

Brief Contents

PREFACE

ACKNOWLEDGMENTS

ABOUT THE AUTHORS

PART I	FOUNDATIONS
CHAPTER 1	INTERPERSONAL COMMUNICATION: *A First Look*
CHAPTER 2	THE IMPACT OF SELF-CONCEPT
CHAPTER 3	PERCEPTION
PART II	MESSAGES
CHAPTER 4	LISTENING
CHAPTER 5	COMMUNICATING WITH WORDS
CHAPTER 6	NONVERBAL COMMUNICATION
CHAPTER 7	CONVERSATIONS
PART III	DYNAMICS
CHAPTER 8	EMOTIONS
CHAPTER 9	TRUST AND DECEPTION
CHAPTER 10	POWER AND INFLUENCE
CHAPTER 11	CONFLICT
PART IV	RELATIONSHIPS IN CONTEXT
CHAPTER 12	RELATIONSHIP DYNAMICS
CHAPTER 13	INTIMACY AND DISTANCE IN RELATIONSHIPS
CHAPTER 14	RELATIONSHIPS IN OUR LIVES: *Family, Work, and Health-Related Contexts*

GLOSSARY

NOTES

PHOTO CREDITS

INDEX

Detailed Contents

PREFACE

ACKNOWLEDGMENTS

ABOUT THE AUTHORS

PART 1: FOUNDATIONS

CHAPTER 1. INTERPERSONAL COMMUNICATION: A FIRST LOOK

Learning Objectives

What Do You Know?

What Is Interpersonal Communication?

Interpersonal Communication Is about Relationships

Interpersonal Communication Takes Two

Interpersonal Communication Is a Lifelong Project

TRY THIS: *Today, Who Is a Stranger?*

Models of Interpersonal Communication

ANALYZE THIS: *Are You in a Disguise?*

People

TRY THIS: *Rating Relationships*

Messages

Channels

Noise

Feedback

Context

Effect

Visualizing Communication

How Does Interpersonal Communication Enhance Our Lives?

It Fulfills Psychological Functions

TRY THIS: Making Model Sense

It Fulfills Social Functions

It Fulfills Information Functions

It Fulfills Influence Functions

TRY THIS: Functions in Action

Understanding Interpersonal Contact: Characteristics, Patterns, and Axioms of Communication

Five Characteristics of Interpersonal Communication

Interpersonal Communication Is a Dynamic Process

Interpersonal Communication Is Unrepeatable

Interpersonal Communication Is Irreversible

Interpersonal Communication Is Learned

Interpersonal Communication Is Characterized by Wholeness and Nonsummativity

Interpersonal Patterns

Five Communication Axioms

Axiom 1: You Cannot *Not* Communicate

Axiom 2: Every Interaction Has Content and Relationship Dimensions

Axiom 3: Every Interaction Is Defined by How It Is Punctuated

Axiom 4: Messages Consist of Verbal Symbols and Nonverbal Cues

Axiom 5: Interactions Are Either Symmetrical or Complementary

The Impact of Diversity and Culture

Diversity and Communication Style

Orientation and Cultural Context

Individual and Collective Orientation

High-Context and Low-Context Communication

The Impact of Gender

Gender and Communication Style

The Impact of Media and Technology

TRY THIS: What's Okay with You?

On the Way to Gaining Communication Competence

Add to Your Storehouse of Knowledge about Interpersonal Communication

Recognize How Your Relationships Affect You

Analyze Your Options

Interact Ethically, Respect Diversity, and Think Critically about Your Person-to-Person Contacts

REFLECT ON THIS: The Cell Effect

Practice and Apply Skills to Improve Interpersonal Performance

CONNECT THE CASE: The Case of Sylvia and Khalil

Chapter Summary

Check Your Understanding

Check Your Skills

Key Terms

CHAPTER 2. THE IMPACT OF SELF-CONCEPT

Learning Objectives

What Do You Know?

The Self-Concept: Your Answer to Who You Are

ANALYZE THIS: The Clown

TRY THIS: Who Are You?

How Are the Self and Self-Concept Related?

How Accurate Is the Self-Concept?

Self-Esteem: Assessing Self-Worth

High versus Low Self-Esteem

Self-Esteem and Performance

How Others Shape Our Self-Concept

We Reflect Others' Appraisals

TRY THIS: Feelings about Age and Physical Ability

We Compare Ourselves with Others

We Have Perceived, Ideal, and Expected Selves

Goffman's Dramaturgical Approach

Imagining a Future Self

TRY THIS: The "Authentic" Self

Reactions to You: Confirming, Rejecting, and Disconfirming Responses

The Self-Fulfilling Prophecy: The Influence of Positive and Negative Pygmalions

TRY THIS: Ups and Downs

Revising Your Self-Concept: Reexamining Impressions and Conceptions

Diversity and Culture in Relationships: How Important Is the "I"?

The Self in Individualistic and Collectivistic Cultures

REFLECT ON THIS: Changes

The Self in High- and Low-Context Cultures

The Self in High- and Low-Power-Distance Cultures

TRY THIS: Are You an "I" or Part of a "We"?

Attitudes toward the Self across Cultures

Gender and Self-Concept

TRY THIS: Young and Old

Seeing the Self through the Media and Technology Looking Glass

REFLECT ON THIS: Beauty Standards and Dying to Be Thin

The Impact of the Media

The Impact of Technology

ANALYZE THIS: MEdia

Gaining Communication Competence: Ways to Strengthen Your Self-Concept

Update Pictures

Take Lots and Lots of Pictures

Explore Others' Pictures of You

Picture Possibilities

CONNECT THE CASE: The Case of Aisha's Term Paper

Chapter Summary

Check Your Understanding

Check Your Skills

Key Terms

CHAPTER 3. PERCEPTION

Learning Objectives

What Do You Know?

Our Perception Defines Our Reality

Do We See the Same Realty?

Perception in Action: The Process at Work

Selection

Organization

Evaluation and Interpretation

Memory

Response

ANALYZE THIS: The Deceptiveness of Appearance

Frameworks of Perception

Schemata

Perceptual Sets and Selectivities

REFLECT ON THIS: Attribution Theory

TRY THIS: Lessons Learned

Ethnocentrism and Stereotypes

Barriers to Accurate Perception

REFLECT ON THIS: Stereotypes

Age and Person Perception

TRY THIS: The Appearance Factor

Fact-Inference Confusions

TRY THIS: Can You Tell the Difference?

Allness

Indiscrimination

ANALYZE THIS: Is That All There Is?

Frozen Evaluations and Snap Judgments

Blindering

Judging Others More Harshly than Ourselves

Diversity and Culture: Interpreting through Different I's

Gender and Perception

The Media, Technology, and Perception

The Media and Perception

Technology and Perception

Gaining Communication Competence: Enhancing Your Perceptual Abilities

Recognize the Part You Play

Be a Patient Perceiver

TRY THIS: Facebook in Focus

Become a Perception Checker

Widen Your Perception

See through the Eyes of Another

Build Perceptual Bridges, Not Walls

Consider How Technology Is Changing How We Perceive

CONNECT THE CASE: The Case of Dax's Trial

Chapter Summary

Check Your Understanding

Check Your Skills

Key Terms

CHAPTER 4. LISTENING

Learning Objectives

What Do You Know?

Listening in Your Life

Differences between Hearing and Listening

The Differences between Effective and Ineffective Listeners

ANALYZE THIS: Understanding "Understanding"

Stages of Listening

TRY THIS: How's Your LQ (Listening Quotient)?

Stage 1: Hearing

Stage 2: Understanding

Stage 3: Remembering

Stage 4: Interpreting

Stage 5: Evaluating

Stage 6: Responding

Styles and Types of Listening

Styles of Listening

People-Oriented Listening

REFLECT ON THIS: When Is Listening Not First and Foremost?

Action-Oriented Listening

Content-Oriented Listening

Time-Oriented Listening

Types of Listening

Appreciative Listening

Comprehensive Listening

Critical/Deliberative Listening
Empathetic Listening
Listening Ethics
Do You Tune Out?
ANALYZE THIS: Active and Inactive Listening
Do You Fake Attention?
Do You Ignore Specific Individuals?
Do You Lose Emotional Control?
Do You Avoid Challenging Content?
Are you Egocentric?
Do You Waste Potential Listening Time?
Are You Overly Apprehensive?
Are You Suffering Symptoms of Listening Burnout?
Hurdling Listening Roadblocks
Responding with Feedback
Defining Feedback
Feedback Options
Feedback May Be Immediate or Delayed
Feedback May Be Person- or Message-Focused
Feedback May Be Low- or High-Monitored
Feedback May Be Evaluative or Nonevaluative
Culture's Influence on Listening
TRY THIS: It's in the "I"s
TRY THIS: Culture, Communication Style, and Feedback
Gender's Influence on Listening
Media and Technological Influences on Listening
Media Influences
Technology's Influences
TRY THIS: The Ethics of Illusionary Listening
Gaining Communication Competence: Becoming a Better Listener
Catch Yourself Exhibiting a Bad Habit

Substitute a Good Habit for a Bad Habit

Listen with Your Whole Body

Consistently Use Your Ears, Not Just Your Mouth

See the Other Side

Don't Listen Assumptively

Participate Actively

CONNECT THE CASE: The Case of Nonlistening Flora

Chapter Summary

Check Your Understanding

Check Your Skills

Key Terms

CHAPTER 5. COMMUNICATING WITH WORDS

Learning Objectives

What Do You Know?

Defining Language

The Meaning of Words

The Triangle of Meaning

Removing Semantic Barriers

Differentiate Denotative and Connotative Meaning

Recognize How Time and Place May Change Meaning

TRY THIS: Measuring Meaning

Consider the Effect of Your Words

Euphemisms and Linguistic Ambiguity

Recognize Emotive Language

TRY THIS: Euphemisms and Strategic Ambiguity

Acknowledge the Power of Polarizing Language

Balance Politically Correct Language

Beware of Bypassing

REFLECT ON THIS: Which Do You Prefer?

Don't Be Misled by Labels

TRY THIS: Is It Politically Correct or Incorrect?

Language and Relationships: Communication Style, Words, and Feelings

ANALYZE THIS: Hurtful Words

Culturespeak

TRY THIS: The Language-Culture Link

Genderspeak

Language Can Diminish and Stereotype Women and Men

Language Practices Reflect Goals and Feelings about Power

Age and Language

REFLECT ON THIS: The Muted Group

Language, Media, and Technology

Experiencing Media

TRY THIS: How Would You Reengineer a Media Image?

Experiencing Technology

Gaining Communication Competence: Making Your Words Work

Are My Words Clear?

Are My Words Appropriate?

Am I Using Words That Are Concrete?

Do My Words Speak to the Other Person and Reflect the Context?

Do I Share "to Me" Meaning?

Do I Respect Uniqueness?

Do I Look for Growth?

CONNECT THE CASE: The Case of the Wounding Words

Chapter Summary

Check Your Understanding

Check Your Skills

Key Terms

CHAPTER 6. NONVERBAL COMMUNICATION

Learning Objectives

What Do You Know?

Defining Nonverbal Communication

The Functions and Characteristics of Nonverbal Communication

The Functions of Nonverbal Cues

Characteristics of Nonverbal Communication

All Nonverbal Behavior Has Message Value

Nonverbal Communication Is Ambiguous

Nonverbal Communication Is Predominantly Relational

Nonverbal Behavior May Reveal Deception

TRY THIS: It's Not Just What You Say ...

Reading Nonverbal Messages

Kinesics: The Messages of Movement

Face and Eye Talk

Putting on a Face: The Ethics of Face-Work

ANALYZE THIS: Facecrime

Gestures and Posture: The Body in Motion and at Rest

TRY THIS: The Ethics of Impression Creation

Decoding the Body's Messages

Paralinguistics: The Messages of the Voice

Pitch

Volume

Rate

Articulation and Pronunciation

REFLECT ON THIS: Ummmmmmm ...

Hesitations and Silence

Proxemics: Space and Distance Talks

Spatial Relationships: Near or Far

Places and Their Spaces: Decoding the Environment

Territoriality: Yours and Mine

Haptics: Touch

Artifactual Communication and Appearance

Olfactics: Smell

Color: Associations and Connections

Chronemics: The Communicative Value of Time

Culture and Nonverbal Behavior

REFLECT ON THIS: Does Beauty Pay?

Gender and Nonverbal Behavior

TRY THIS: The Race Factor

Nonverbal Cues and Flirting: Expressing Interest or Disinterest

TRY THIS: Top Billing

Media, Technology, and Nonverbal Messages

TRY THIS: Can You Read the Cues?

Gaining Communication Competence in Nonverbal Communication

Pay Attention to Nonverbal Messages

When Uncertain about a Nonverbal Cue's Meaning, Ask!

Realize Inconsistent Messages Have Communicative Value

Match the Degree of Closeness you Seek with the Nonverbal Behavior You Display

Monitor Your Nonverbal Behavior

Acknowledge That Abilities to Encode and Decode Nonverbal Messages Vary

CONNECT THE CASE: The Case of Surprised Sam

Chapter Summary

Check Your Understanding

Check Your Skills

Key Terms

CHAPTER 7. CONVERSATIONS

Learning Objectives

What Do You Know?

The Importance of Conversational Contact

TRY THIS: Do You Like to Talk?

What Is Conversation?

TRY THIS: The Elevator

Conversation: Games and Players

Conversational Structure

TRY THIS: Conversational Analysis

The Greeting

Topic Priming

The Heart of the Conversation

Preliminary Processing

The Closing

Conversational Management

Turn Taking: Maintaining and Yielding the Floor

The Cooperation Principle

TRY THIS: Whose Turn Is It, Anyway?

The Dialogue Principle

ANALYZE THIS: Relationship Turns

Repairing Conversational Damage

Cultural Differences and Conversation

Gender Differences and Conversation

REFLECT ON THIS: Interruptitis

Media and Technology Talk

ANALYZE THIS: Don't Finish My Thoughts

TRY THIS: Squawk Talk

Media Talk

Technology Talk

Gaining Communication Competence: Improving Your Conversation Skills

Develop Metaconversational Abilities

Develop Awareness of How Culture and Gender Differences Affect Conversation

Strive to Improve Conversation Initiation, Management, and Termination Abilities

CONNECT THE CASE: The Case of the Company Party

Chapter Summary

Check Your Understanding

Check Your Skills

Key Terms

PART III: DYNAMICS

CHAPTER 8. EMOTIONS

Learning Objectives

What Do You Know?

What Are Emotions?

Why Emotional Intelligence Is Important

The Look and Feel of Emotions

Surprise!

Anger

Happiness

Sadness

REFLECT ON THIS: Can Exercise Make You Happy and Less Stressed?

Fear

Disgust

Emotions: Primary, Mixed, and Contagious

Emotions Affect Evaluations

TRY THIS: Emotional Checkup

Relationships and Emotions

Are Your Emotions Facilitative or Debilitative?

What Do You Tell Yourself?

TRY THIS: Do You Have Resilience?

What Do You Tell Another Person?

ANALYZE THIS: Should You Tell?

What Is Your Emotional Attachment Style?

Culture and the Expression of Emotion

TRY THIS: Are You a Face-Saver?

Gender and the Expression of Emotion

Media and Technology: Channeling Feelings

Media Models

TRY THIS: Sharing Feelings

Technological Channels

TRY THIS: Modeling

Gaining Communication Competence: Communicating Emotion

Recognize That Thoughts Cause Feelings

Choose the Right Words

Show That You Accept Responsibility for Your Feelings

Share Feelings Fully

Decide When, Where, and to Whom to Reveal Feelings

Describe the Response You Seek

CONNECT THE CASE: The Case of Late Jean

Chapter Summary

Check Your Understanding

Check Your Skills

Key Terms

CHAPTER 9. TRUST AND DECEPTION

Learning Objectives

What Do You Know?

What Is Trust?

The Bases of Trust

The Components of Trust

Trusting Behavior

Trustworthy Behavior

TRY THIS: Can I Depend on You? Can You Depend on Me?

Failed Trust

Forgiveness: Rebuilding a Relationship after Trust Is Betrayed

ANALYZE THIS: Misplaced Trust

Cost-Benefit Theory: The Price We Are Willing to Pay for a Relationship

Defining the Relational Situation

TRY THIS: Relationship Balance Sheet

Cooperative and Competitive Relationships

TRY THIS: Cooperative or Competitive?

Supportive and Defensive Relationships

Evaluation versus Description

Control versus Problem Orientation

Strategy versus Spontaneity

ANALYZE THIS: On the Defensive

Neutrality versus Empathy
Superiority versus Equality
Certainty versus Provisionalism

Deception and Relationship Ethics

TRY THIS: Cornered

Why Do We Lie?

REFLECT ON THIS: Building Company Trust

White Lies: Motivation Matters

Lying to Ourselves: Defensive Strategies

Displacement
Repression
Rationalization

Relational Counterfeiters

The Effects of Lying

REFLECT ON THIS: Richard S. Lazarus and the Case for White Lies

The Effects of Gossip

Culture and Trust

TRY THIS: How Prepared Are You to Trust?

Gender and Trust

Media, Technology, and Lessons on Trust

The Media and Trust

Technology and Trust

Gaining Communication Competence: Nurturing a Trusting Relationship

Be Willing to Disclose Yourself to Another Person

Let the Other Person Know You Accept and Support Him or Her

Develop a Cooperative/Supportive Rather than a Competitive/Defensive Orientation

Trust Another When Warranted

CONNECT THE CASE: The Case of the Trusting Agent

Chapter Summary

Check Your Understanding

Check Your Skills

Key Terms

CHAPTER 10. POWER AND INFLUENCE

Learning Objectives

What Do You Know?

The Control Factor: Exploring the Balance of Power in Relationships

Feeling Powerful versus Powerless

Are You Socially Anxious?

Are You on a Power Trip?

Where Does Power Come From?

Power Categories

TRY THIS: What's Your Power Orientation?

Reward Power

Coercive Power

Expert Power

Legitimate Power

Referent Power

Persuasive Power

Exercising Persuasion

The Role of Attitudes

What Is an Attitude?

TRY THIS: Powerful People and Power Plays

Where Do Our Attitudes Come From?

The Role of Beliefs

What Are Beliefs?

TRY THIS: Assessing Attitudes and Surveying Beliefs

Defining and Characterizing Values

Gaining Compliance in Interpersonal Relationships

Strategies for Compliance Gaining

ANALYZE THIS: The Diary of a Young Girl

TRY THIS: Graphing Your Values

Strategies for Balancing Attitudes

Routes to Interpersonal Influence

TRY THIS: Tensions and Tactics

Diversity, Values, and Relational Power

Gender and the Balance of Power

TRY THIS: Who Has the Power?

REFLECT ON THIS: Power Issues by Gender

Media, Technology, and Power Shifts

Media Power

Technological Power

Gaining Communication Competence: Controlling Relationships

Use Power Wisely

Understand How Beliefs, Values, and Attitudes Affect Interactions

Capitalize on the Need for Balance

CONNECT THE CASE: The Case of the Power Moment

Chapter Summary

Check Your Understanding

Check Your Skills

Key Terms

CHAPTER 11. CONFLICT

Learning Objectives

What Do You Know?

The Meaning of Conflict

Conflict Defined

Conflict Is Based on Interaction

Feelings about Conflict

Functional Conflict

Dysfunctional Conflict

TRY THIS: Thinking through Conflict

Conflict's Sources

Interactions among Individuals

Conflict-Generating Behaviors

Preemptive Striking

Forcing

Blaming

Classifying Conflicts

The Nature of the Goal

The Intensity Level of the Conflict

TRY THIS: How Verbally Aggressive Are You?

The Character of the Conflict

Conflict Management Styles

Avoiding

Competitive

Compromising

Accommodative

Collaborative

TRY THIS: Where Are You on the Grid?

Communication Behavior in the Face of Conflict

Destructive Communication Behaviors

Constructive Communication Behaviors

DESC Scripts

Describe

Express

Specify

Consequences

Your Expressive Style: Nonassertive, Aggressive, or Assertive

TRY THIS: A Self-Assessment

Nonassertiveness

Why We Do Not Assert Ourselves

Nonassertive Language

Aggressiveness

Why We Act Aggressively

Aggressive Language

Assertiveness

Learning Assertive Behavior

Assertive Language

Culture and Conflict Resolution

ANALYZE THIS: Edward de Bono

Gender and Conflict Resolution

Media, Technology, and Conflict Resolution: Models or Madness

Media Portrayals: Model the Way

REFLECT ON THIS: Lessons Learned

Technology: Real and Unreal

TRY THIS: It's War!

Gaining Communication Competence: Guidelines for Resolving Conflict

Recognize That Conflict Can Be Resolved Rationally

Agree about How to Define the Conflict

Exchange Perceptions: Describe, Express, Specify, and Note Behavioral Consequences

Assess Alternative Solutions and Choose the One That Seems Best Implement and Evaluate the Selected Solution

CONNECT THE CASE: The Case of the Jousting Roommates

Chapter Summary

Check Your Understanding

Check Your Skills

Key Terms

PART IV: RELATIONSHIPS IN CONTEXT

CHAPTER 12. RELATIONSHIP DYNAMICS

Learning Objectives

What Do You Know?

Why Do We Need Relationships?

Relationships Preserve Happiness and Health

Relationships Prevent Isolation

Relationships Meet Interpersonal Needs

ANALYZE THIS: By Yourself

Relationships Serve as Behavioral Anchors

Relationships Function as Communication Conduits

TRY THIS: How Do You Feel about Being In /Out, Up/Down, or Close/Far?

When Good, Relationships Help Maintain Our Sense of Worth

Relationship Characteristics

Duration

Contact Frequency

Sharing

Support

Interaction Variability

Goals

Forming Friendships

The Nature of Intimacy

The Nature of Acquaintanceship

TRY THIS: Measuring Intimacy

The Nature of Friendship

Role-Limited Interaction
Friendly Relations
Moving toward Friendship
Nascent Friendship
Stabilized Friendship
Waning Friendship

Romance: Coming Together and Breaking Apart

Love's Dimensions

The Triangle of Love

Love's Stages

Stage 1: Initiating
Stage 2: Experimenting
Stage 3: Intensifying
Stage 4: Integrating
Stage 5: Bonding
Stage 6: Differentiating
Stage 7: Circumscribing

ANALYZE THIS: Status Updates

Stage 8: Stagnating
Stage 9: Avoiding
Stage 10: Terminating

TRY THIS: Looking at Your Relationships

Relationship Attractors

Physical Attractiveness

Social Attractiveness

REFLECT ON THIS: The Romantic Attraction Factor

Task Attractiveness

Proximity

Reinforcement

Similarity

Complementarity

TRY THIS: Attractors

Culture and Connection

Does the Culture Place More Stress on Individuals or on Social Relationships?

Does the Culture Promote the Development of Short- or Long-Term Relationships?

Does the Culture Value Results or the Interactional Process?

Gender and Relationship Formation

Media, Technology, and Social Worlds

Media Portrayals of Friendship and Romance

TRY THIS: Ties That Bind

Technology: Meeting in Cyberspace

Gaining Communication Competence: Mastering Relationship Complexities

Understand That Relationships Don't Just Happen

Recognize Why We Need Others

Understand the Nature of Friendship and Romantic Relationships

Meet the Challenges Posed by Media and Technology

CONNECT THE CASE: The Case of the Job Promotion

Chapter Summary

Check Your Understanding

Check Your Skills

Key Terms

CHAPTER 13. INTIMACY AND DISTANCE IN RELATIONSHIPS

Learning Objectives

What Do You Know?

Self-Disclosure and Intimacy

Social Penetration Theory

TRY THIS: Social Penetration—in Casual and Intimate Relationships

The Johari Window and Self-Disclosure

REFLECT ON THIS: Sharing in Close Relationships

Using Relational Dialectics to Understand Relationships

TRY THIS: Window Gazing

Integration-Separation

Stability-Change

Expression-Privacy

Working through Dialectical Tensions

TRY THIS: Try to See It My Way

Relationship Maintenance

TRY THIS: What's Fair?

Relationship Repair: Fix It or End It

Identify the Problem

Identify Strategies to Repair the Problem

Decide to Dissolve or Save the Relationship

The Dark Side of Relationships:

Dysfunctions and Toxic Communication

REFLECT ON THIS: Abusive Relationships

Relationships and Death: Processing Grief

Culture and Relational Intimacy

Gender, Intimacy, and Distance

ANALYZE THIS: Feelings

Media and Technology: The Decline of Privacy and Distance

Gaining Communication Competence: Handling Both Relational Closeness and Distance

TRY THIS: At a Distance

How Important to You Is This Person?

Are You Willing to Initiate Interaction?

How Much and What Kind of Intimacy Do You Desire?

How Accepting Are You of the Other Person?

How Are You Willing to Support the Other Person?

Do You Recognize That Your Relationship Will Change?

Can Your Relationship Survive the Distance Test?

Do You Know When to Continue and When to End a Relationship?

CONNECT THE CASE: The Case of the Plane Trip

Chapter Summary

Check Your Understanding

Check Your Skills

Key Terms

CHAPTER 14. RELATIONSHIPS IN OUR LIVES: FAMILY, WORK, AND HEALTH-RELATED CONTEXTS

Learning Objectives

What Do You Know?

The Nature of Familial Communication The Family as Communication System

Family Members Are Interdependent

The Family Is Greater than the Sum of Its Parts

Family Members Engage in Mutual Influence

TRY THIS: Virginia Satir on "Peoplemaking"

Family Communication: Roles and Rules

ANALYZE THIS: Transitions

TRY THIS: The Rules We Live By

Communication Patterns in Families

Problematic Communication Patterns

Productive Communication Patterns

Your Family Network

Culture and the Family

Varying Family Composition

Varying Communication Styles

Varying Family Roles

TRY THIS: Role Call

Gender and the Family

Media, Technology, and the Family

Interpersonal Communication at Work

TRY THIS: The TV Family

Relationships Are the Organization

The Dyad and the Organization

A Question of Dependence and Independence

A Question of Trust

A Question of Perception

Networks, Interaction, and Relationship Satisfaction

Working in Teams

Create Healthy Work Climates

Practice Effective Decision Making

REFLECT ON THIS: The Effects of Groupthink

Culture and the Workplace

Are Workers Dominant or Submissive?

Are Workers Individualistic or Collectivistic?

How Do Workers Perceive the Need for Space?

How Do Workers Perceive Time?

How Diverse Are the Interpersonal Needs and Skills of Workers?

Are Members of Different Generations Prepared to Work Together?

Gender and the Workplace

TRY THIS: Culture Can Shock

Stereotypes of Women in Organizations

Stereotypes of Men in Organizations

Gender and Work-Life Balance

Leadership and Management Style

Workplace Pathologies: Bullying and Sexual Harassment

Media, Technology, and the Workplace

Media Portrayals

Technological Realities

Interpersonal Communication in Health Care Settings

The Consumer–Health Care Provider Dyad

Sensitivity Matters

Clear Communication Matters
Perceptions Matter
Decision Making Matters
Culture and Health Communication
Gender and Health Care
Media, Technology, and Health Care
Media Messages
Technology Messages
Gaining Communication Competence across Contexts
Prepare to Handle Conflict across Contexts
Recognize That You Cannot Stay as You Are or Always Be Happy and in Good Health
Learn about Each Other
CONNECT THE CASE: The Case of the Problematic Reunion
Chapter Summary
Check Your Understanding
Check Your Skills
Key Terms

GLOSSARY
NOTES
PHOTO CREDITS
INDEX