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- People Attach Meanings to Words
- People Create Denotative and Connotative Meanings for Words
- People Convey Concrete and Abstract Meanings through Words
- Meanings Are Culture Bound

Communication & TECHNOLOGY

- Danged Autocorrect!
- Meanings Are Context Bound

The Power of Words

Confronting Bias in Language

- Biased Language: Race, Ethnicity, Nationality, and Religion
- Biased Language: Gender and Sexual Orientation

Communication & DIVERSITY

- Sex/Gender Complexity: Facebook's Fifty-Six New Terms for Gender Identity

Communication & ETHICS

"That's So Gay!"

- Biased Language: Age, Class, and Ability

Using Words to Establish Supportive Relationships

- Describe Your Own Feelings Rather Than Evaluate Others
- Solve Problems Rather Than Control Others
- Empathize Rather Than Remain Detached from Others
- Be Flexible Rather Than Rigid Toward Others
- Present Yourself as Equal Rather Than Superior
- Avoid Gunny-Sacking

STUDY GUIDE

- Review Your Knowledge • Key Terms • The Principle Points
- Apply Your Skill • Assess Your Skill

4 Understanding Nonverbal Messages

Why Focus on Nonverbal Communication?

- Nonverbal Messages Communicate Feelings and Attitudes
- Nonverbal Messages Are More Believable Than Verbal Ones
- Nonverbal Messages Are Critical to Successful Relationships

Communication & ETHICS

- Do We Have a Rhythm Or Are You Just Mimicking Me?
- Nonverbal Messages Serve Multiple Functions

The Nature of Nonverbal Communication

- The Culture-Bound Nature of Nonverbal Communication
- The Rule-Governed Nature of Nonverbal Communication

Communication & DIVERSITY

- The Olympics: Winning Medals in Nonverbal Sensitivity?

- The Ambiguous Nature of Nonverbal Communication
- The Continuous Nature of Nonverbal Communication
- The Nonlinguistic Nature of Nonverbal Communication

- The Multichanneled Nature of Nonverbal Communication

Codes of Nonverbal Communication

- Appearance
- Body Movement, Gestures, and Posture

Communication & TECHNOLOGY

- Talking While Walking: Dangerous Multitasking

- Eye Contact
- Facial Expressions
- Touch
- The Voice
- Physical Environment, Space, and Territory

How to Interpret Nonverbal Cues More Accurately

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- Review Your Knowledge • Key Terms • The Principle Points
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5 Listening and Responding

The Importance of Listening and Responding Skills

- Listening Enhances Our Relationships with Others
- Listening Helps Us Collaborate with Others
- Listening Links Speaker and Audience

How We Listen

- Selecting
- Attending
- Understanding
- Remembering

Communication & TECHNOLOGY

- The Vanishing Art of Listening to Voice Messages

- Responding

Listening Styles

- Relational Listening Style
- Analytical Listening Style
- Critical Listening Style
- Task-Oriented Listening Style
- The Benefits of Understanding Your Listening Style

Listening Barriers

- Self Barriers
- Information-Processing Barriers

Communication & DIVERSITY

- Does Gender Influence Listening Skill?

- Context Barriers

Improving Your Listening Skills

- Stop: Turn Off Competing Messages
- Look: Listen with Your Eyes
- Listen: Understand Both Details and Major Ideas

Improving Your Responding Skills

- Responding to Clarify and Confirm
- Understanding
- Responding to Empathize with Others

Communication & ETHICS

- Paraphrase Properly

- Responding to Provide Social Support

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