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across the life span -- 22. Assessing the state of assessment: Communication competence -- 23. Outcomes and the criterion problem in communication competence research -- 24. The transformation of everyday talk: The impact of communication technology on notions of communication competence -- 25. Training and intervention -- 26. The dark underbelly of communication competence: How something good can be bad? -- 27. Miscommunication and error -- 28. Verbal and physical aggression -- 29. Problems, paradoxes, and prospects in the study of communication competence -- Biographical sketches -- Subject index -- Author index

Sommario/riassunto

Almost everything that matters to humans is derived from and through communication. Just because people communicate every day, however, does not mean that they are communicating competently. In fact, evidence indicates that there is a substantial need for better interpersonal skills among a significant proportion of the populace. Furthermore, "dark side" experiences in everyday life abound, and features of modern society pose new challenges that make the concept of communication competence increasingly complex. The Handbook of Communication Competence brings together scholars from across the globe to examine these various facets of communication competence, including its history, its essential components, and its applications in interpersonal, group, institutional, and societal contexts. The book provides a state-of-the-art review for scholars and graduate students, as well as practitioners in counseling, developmental, health care, educational, intercultural, and human resource management contexts, illustrating that communication competence is vital to health, relationships, and all collective human endeavors.
