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Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Cover -- Title Page -- Copyright Page -- Brief Contents -- Contents -- Specialized Contents -- Welcome to The Interpersonal Communication Book -- Part 1 Preliminaries to Interpersonal Communication -- Chapter 1 Foundations of Interpersonal Communication -- Why Study Interpersonal Communication -- Personal Success -- Professional Success -- The Nature of Interpersonal Communication -- Interpersonal Communication Involves Interdependent Individuals -- Interpersonal Communication Is Inherently Relational -- Interpersonal Communication Exists on a Continuum -- Interpersonal Communication Involves Verbal and Nonverbal Messages -- Interpersonal Communication Takes Place in Varied Forms -- Interpersonal Communication Involves Choices -- Elements of Interpersonal Communication -- Source-Receiver -- Messages -- Channel -- Noise -- Context -- Ethics -- Principles of Interpersonal Communication -- Interpersonal Communication Is a Transactional Process -- Interpersonal Communication Serves a Variety of Purposes -- Interpersonal Communication Is Ambiguous -- Interpersonal Relationships May Be Symmetrical or Complementary -- Interpersonal Communication Refers to Content and Relationship -- Interpersonal Communication Is a Series of Punctuated Events -- Interpersonal Communication Is Inevitable, Irreversible, and Unrepeatable -- Summary -- Key Terms -- Chapter 2 Culture and Interpersonal Communication -- Culture -- Cultural Evolution and Cultural Relativism -- Sex and Gender -- The Transmission of Culture -- The Importance

of Culture -- The Aim of a Cultural Perspective -- Cultural Differences -- Individual and Collective Orientation -- High- and Low-Context Cultures -- Power Distance -- Masculine and Feminine Cultures -- High-Ambiguity-Tolerant and Low-Ambiguity-Tolerant Cultures -- Long- and Short-Term Orientation -- Indulgence and Restraint. Principles for Effective Intercultural Communication -- Educate Yourself -- Recognize Differences -- Confront Your Stereotypes -- Reduce Your Ethnocentrism -- Adjust Your Communication -- Summary -- Key Terms -- Chapter 3 Perception of the Self and Others in Interpersonal Communication -- The Self in Interpersonal Communication -- Self-Concept -- Self-Awareness -- Self-Esteem -- Perception in Interpersonal Communication -- Stage One: Stimulation -- Stage Two: Organization -- Stage Three: Interpretation-Evaluation -- Stage Four: Memory -- Stage Five: Recall -- Impression Formation -- Impression Formation Processes -- Increasing Accuracy in Impression Formation -- Impression Management: Goals and Strategies -- To Be Liked: Affinity-Seeking and Politeness Strategies -- To Be Believed: Credibility Strategies -- To Excuse Failure: Self-Handicapping Strategies -- To Secure Help: Self-Deprecating Strategies -- To Hide Faults: Self-Monitoring Strategies -- To Be Followed: Influencing Strategies -- To Confirm Self-Image: Image-Confirming Strategies -- Summary -- Key Terms -- Part 2 Interpersonal Messages -- Chapter 4 Verbal Messages -- Principles of Verbal Messages -- Messages Are Packaged -- Message Meanings Are in People -- Meanings Are Denotative and Connotative -- Messages Vary in Abstraction -- Messages Vary in Politeness -- Messages Can Be Onymous or Anonymous -- Message Meanings Can Deceive -- Messages Vary in Assertiveness -- Messages Can Confirm and Disconfirm -- Messages Vary in Cultural Sensitivity -- Guidelines for Using Verbal Messages Effectively -- Extensionalize: Avoid Intensional Orientation -- See the Individual: Avoid Allness -- Distinguish between Facts and Inferences: Avoid Fact-Inference Confusion -- Discriminate Among: Avoid Indiscrimination -- Talk about the Middle: Avoid Polarization -- Update Messages: Avoid Static Evaluation. Summary -- Key Terms -- Chapter 5 Nonverbal Messages -- Principles of Nonverbal Communication -- Nonverbal Messages Interact with Verbal Messages -- Nonverbal Messages Help Manage Impressions -- Nonverbal Messages Help Form Relationships -- Nonverbal Messages Structure Conversation -- Nonverbal Messages Can Influence and Deceive -- Nonverbal Messages Are Crucial for Expressing Emotions -- Channels of Nonverbal Communication -- Body Messages -- Facial Communication -- Eye Communication -- Touch Communication -- Paralanguage -- Silence -- Spatial Messages and Territoriality -- Artifactual Communication -- Olfactory Messages -- Temporal Communication -- Nonverbal Communication Competence -- Decoding Nonverbal Messages -- Encoding Nonverbal Messages -- Summary -- Key Terms -- Chapter 6 Listening in Interpersonal Communication -- The Process of Listening -- Stage One: Receiving -- Stage Two: Understanding -- Stage Three: Remembering -- Stage Four: Evaluating -- Stage Five: Responding -- Listening Barriers -- Distractions: Physical and Mental -- Biases and Prejudices -- Racist, Heterosexist, Ageist, and Sexist Listening -- Lack of Appropriate Focus -- Premature Judgment -- Styles of Effective Listening -- Empathic and Objective Listening -- Nonjudgmental and Critical Listening -- Surface and Depth Listening -- Polite and Impolite Listening -- Active and Inactive Listening -- Culture, Gender, and Listening -- Culture and Listening -- Gender and Listening -- Summary -- Key Terms -- Chapter 7 Emotional Messages -- Principles of Emotions and Emotional

Messages -- Emotions Occur in Stages -- Emotions May Be Primary or Blended -- Emotions Involve Both Body and Mind -- Emotions Are Influenced by a Variety of Factors -- Emotional Expression Uses Multiple Channels -- Emotional Expression Is Governed by Display Rules -- Emotions May Be Adaptive and Maladaptive. Emotions Can Be Used Strategically -- Emotions Have Consequences -- Emotions Are Contagious -- Obstacles to Communicating Emotions -- Societal and Cultural Customs -- Fear -- Inadequate Interpersonal Skills -- Emotional Competence -- Emotional Understanding -- Emotional Expression -- Handling Anger: A Special Case Illustration -- Emotional Responding -- Communicating with the Grief-Stricken: A Special Case Illustration -- Summary -- Key Terms -- Chapter 8 Conversational Messages -- Principles of Conversation -- The Principle of Process -- The Principle of Cooperation -- The Principle of Politeness -- The Principle of Dialogue -- The Principle of Turn Taking -- Conversational Disclosure -- Revealing Yourself -- Influences on Self-Disclosure -- Rewards and Dangers of Self-Disclosure -- Guidelines for Self-Disclosure -- Everyday Conversations -- Making Small Talk -- Introducing People -- Making Excuses -- Apologizing -- Complimenting -- Advising -- Summary -- Key Terms -- Part 3 Interpersonal Relationships -- Chapter 9 Interpersonal Relationship Stages, Theories, and Communication -- Relationship Stages -- Contact -- Involvement -- Intimacy -- Deterioration -- Repair -- Dissolution -- Movement among the Stages -- Relationship Theories -- Attraction Theory -- Relationship Rules Theory -- Relationship Dialectics Theory -- Social Penetration Theory -- Social Exchange Theory -- Equity Theory -- Politeness Theory -- Relationship Communication -- Communicating in Developing Relationships -- Communicating in Deteriorating Relationships -- Communicating in Relationship Repair -- Summary -- Key Terms -- Chapter 10 Interpersonal Relationship Types -- Friendship Relationships -- Definition and Characteristics -- Friendship Types -- Friendship Needs -- Friendship and Communication -- Friendship, Culture, and Gender -- Friends with Benefits -- Love Relationships. Love Types -- Love and Communication -- Love, Culture, and Gender -- Family Relationships -- Characteristics of Families -- Couple Types -- Family Types -- Family and Communication -- Families, Culture, and Gender -- Workplace Relationships -- Workplace Communication -- Networking Relationships -- Mentoring Relationships -- Romantic Relationships at Work -- The Dark Side of Interpersonal Relationships -- Jealousy -- Violence -- Summary -- Key Terms -- Chapter 11 Interpersonal Conflict and Conflict Management -- Preliminaries to Interpersonal Conflict -- Definition of Interpersonal Conflict -- Myths about Interpersonal Conflict -- Interpersonal Conflict Issues -- Principles of Interpersonal Conflict -- Conflict Is Inevitable -- Conflict Can Occur in All Communication Forms -- Conflict Can Have Negative and Positive Effects -- Conflict Can Focus on Content and/or Relationship Issues -- Conflict Is Influenced by Culture and Gender -- Conflict Management Is a Multistep Process -- Conflict Management Strategies -- Win-Lose and Win-Win Strategies -- Avoidance and Active Fighting Strategies -- Force and Talk Strategies -- Face-Attacking and Face-Enhancing Strategies: Politeness in Conflict -- Verbal Aggressiveness and Argumentativeness Strategies -- Summary -- Key Terms -- Chapter 12 Interpersonal Power and Influence -- Principles of Power and Influence -- Some People Are More Powerful Than Others -- Power Can Be Shared -- Power Can Be Increased or Decreased -- Power Follows the Principle of Less Interest -- Power Generates Privilege -- Power Has a Cultural Dimension -- Relationship, Person, and Message

Power -- Power in the Relationship -- Power in the Person -- Power in the Message -- Resisting Power and Influence -- Misuses of Power and Influence -- Sexual Harassment -- Bullying -- Power Plays -- Summary -- Key Terms -- Glossary -- References -- Index.
Credits.

Sommario/riassunto

Choices Behind Human Communication The Interpersonal Communication Book approaches the subject of communication through integrative theory, research, and hands-on methods. A threefold approach identifies important communicative concepts: choices in interpersonal situations, the theories and research that support these choices, and the communication skills necessary to effectively use these theories. The text allows students to examine the question of how, when, and through which channels they should communicate in different contexts. The Fourteenth Edition provides the newest insights and research in person-to-person interaction, making for an up-to-date source for communication study. New features and chapter-by-chapter updates make Interpersonal Communication the most comprehensive, relevant source on the topic.
