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Nota di contenuto	COVER; CONTENTS; PREFACE; 1 - Communicating With Strangers; 2 - Understanding Cultural Differences; 3 - Understanding Group Differences; 4 - Having Expectations for Strangers; 5 - Attributing Meaning to Strangers' Behavior; 6 - Exchanging Messages With Strangers; 7 - Being Perceived as Competent Communicators; 8 - Managing Conflict With Strangers; 9 - Developing Relationships With Strangers; 10 - Building Community With Strangers; REFERENCES; INDEX; ABOUT THE AUTHOR
Sommario/riassunto	This fourth edition builds on the strengths of the previous editions and provides state-of-the-art knowledge about intergroup communication. It brings a strong skills-oriented approach to improving communication effectiveness between people from different groups (cultures, ethnic groups, social classes).