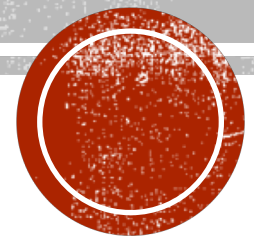
MASTER STUDYING

Without Reading a Textbook



READING A TEXTBOOK

- Boring
- Waste of time
- No retention
- Not a learning tool
- 4 steps (Save time, better retention)

STEP 1 – GO TO CLASS

Take Notes

Not a hack – Time saver

Supplemental method to retain and learn (studying)

STEP 2 – OUTLINE CHAPTERS

- Write it
- Textbooks are Outlines
- Attach page numbers
- What to outline
  - Headings, bolded, italicized, lists
  - Skim 1st and last sentences

STEP 3 – COMBINE & CONDENSE

- Compare with class notes
- Symbols, abbreviations, acronyms
- No grammar or proper spelling
- Example:
  - The 57 on Heinz ketchup bottles represents the number of varieties of pickles the company once had
  - Heinz "57" = Pickles

Step 4 – Read Outline

Highlight, circle, box

Start to memorize

WALKTHROUGH

Chapter 1 of Modern Communicator

Textbook will be on left notes will be on right

OVERVIEW

In this chapter, we examine the process for building and maintaining interpersonal relationships through communication. We define interpersonal communication and apply the principles of communication, disclosure, active listening, interaction with difficult people, building friendships and stronger interpersonal bonds.

The importance of face-to-face human interaction in mediated environments is emphasized because we believe that positive relationships result primarily from successful face-to-face exchanges. Mediated communication is an important factor in the development of positive interpersonal relationships. We begin by enumerating some basic communication principles fundamental to building positive relationships.

KEY TERMS

Aggressive Communication
Assertive Communication
Content Dimension
Defensive Communication
Genderlect Styles
"I" Statements
Interpersonal Communication
Johari Window
Passive Communication
Relational Dimension
Relational Rules
Supportive Communication

1.1 PRINCIPLES OF COMMUNICATION

Principle 1: All Communication has Both Content and Relational Dimensions. We define interpersonal communication as interactive face-to-face and/or mediated communication between two or more people. The content dimension of a message describes the behavior we expect from

Chapter 1

Process building relationships → communications

1.1 Principles of Communication

1. Have Content / Relational Dimensions

- Interpersonal = face to face (mediated) 2+

-Content Dimension = Expected behavior

others, whereas the relational dimension leads to various interpretations of that message. We exchange the content of our ideas and feelings when we interact with others, and we communicate in such a way as to reveal the nature of the relationship. The relationship information communicated during the encounter is seldom explicit, it is usually nonverbal, and it is used to clarify the information provided in the content of the message.

For example, suppose you decided to reveal to a close friend some potentially embarrassing information about a fellow student. The exact words you use are the *content dimension* of the message. In addition to the specific information you share with your friend, you may choose to lower your voice, roll your eyes slightly, and move close to your friend to whisper the information. These nonverbal cues—the *relational dimension* of the message—convey the sensitivity of the information being disclosed. This transaction takes place because you have a friendly relationship with the person and believe that such information can be shared confidentially.

Now, imagine sending this same information to your close friend via a text. How does your exchange differ? Would you exchange this type of information in text message? Do you always consider the medium before you send the message? Being sensitive to the relational dimension of our messages will help to enhance the possibility of successful relationship building.

For example, when students and teachers talk to each other, each person talks about ideas, thoughts, and feelings. At the same time, each person is talking without explicitly saying "I am commenting as a professor or as a student about these ideas, thoughts, and feelings." This *metacommunication* dimension of relational communication is usually carried on at the nonverbal level and never explicitly stated.

Communication is not a magic elixir that will cure all relationship problems. Think of good relational interpersonal communication as improving the chances for a successful relationship. It's easy to explore the functions of content and relational dimensions in our traditional, face-to-face settings. However, in computer-mediated communication such as social media and e-mail, the relational dimension is often absent. The absence of relational definitions creates challenges to communication competence.

Principle 2: Relationships Are Enhanced by an Open Two-Way Exchange of Communication. Although this principle is somewhat obvious, it is a powerful indicator of the success of a relationship. If one

TALK IT OUT

The professor said, "You must turn in your paper by Friday." What if the professor said, "I would love to have your paper by Friday"? How does this change the content dimension? How does this change the relationship dimension? Now assume you want to request more time to complete the paper. What are some examples of messages you might use (or a professor might use) to include both the appropriate content and relationship dimensions?

- Chapter 1

→ Process building relationships → communications

1.1 Principles of Communication

1. Have Content / Relational Dimensions

- Interpersonal = face to face (mediated) 2+

- Content Dimension = Expected behavior (words)

- Relational Dimension = interpretation of message (nonverbal)

-metacommunication = feelings

2. Relationships ↑ → Open 2-way exchange

or both parties are not engaged in active communication, a lack of sharing will cause dysfunction in the relationship.

Trust increases and improves our communication with some people and limits our communication with others. Thus, not all relationships will be rewarding. Rather than pressing the issue, we suggest cultivating those relationships where there is a relatively free and open exchange of thought, expression and feeling. This is not to suggest, however, that you should avoid challenging relationships. It is important to learn how to cope with and relate to difficult people.

A lack of communication between both partners in a relationship, or a relationship with a silent partner, can be a sign of relationship deterioration. Whenever possible, take the opportunity to talk about thoughts and feelings in a nonthreatening and relaxed context. Taking time out to talk can go a long way to positively enhance a relationship. Living and communicating in the 21st century is cluttered with distractions and responsibilities. Thanks, in part, to mediated forms of communication, such as smart phones and social media, we have less time to spend communicating face-to-face. This creates added stress on a relationship.

Every action—whether verbal or nonverbal—is a form of communication. Furthermore, every inaction is a form of communication. Avoiding communication is just another form of communication. We communicate even when we do not mean to communicate. So, for example, when Michael says to Alisha, "I don't want to talk about it," Michael is communicating with Alisha by avoiding the topic and ending the conversation. This is not to suggest, however, that the communication has ended. This principle emphasizes that any behavior, verbal or nonverbal, and any sensory perception observed between two or more people in a relationship, carry inherent communicative implications. For example, if a professor sends an e-mail to a student about missing class, and there is no response from the student, the receiver (the student) may be intentionally avoiding a response. In this case, not communicating is communication.

To have a successful relationship on any level (romantic, family, friend, workplace, school), one must carve out time to engage in exchange of thoughts and feelings. Of course, successful relationship building requires constant giving and receiving of feedback. Here are six suggestions for giving and receiving feedback in a conversation:

- When engaged in face-to-face conversations, ignore your mobile devices and other forms of media and mediated communication (use good listening skills; we address this in Chapter 6).
- Share your feelings. Don't tell, don't sell, and don't monopolize the discussion.
- Discuss controversial topics respectfully and with civility.
- Focus on only one or two items when engaged in giving feedback.
- Give feedback to another only when both parties can discuss and interact without distractions.
- Avoid combative and accusatory language and focus on observable behaviors that can be changed.

Chapter 1

→ Process building relationships → communications

1.1 Principles of Communication

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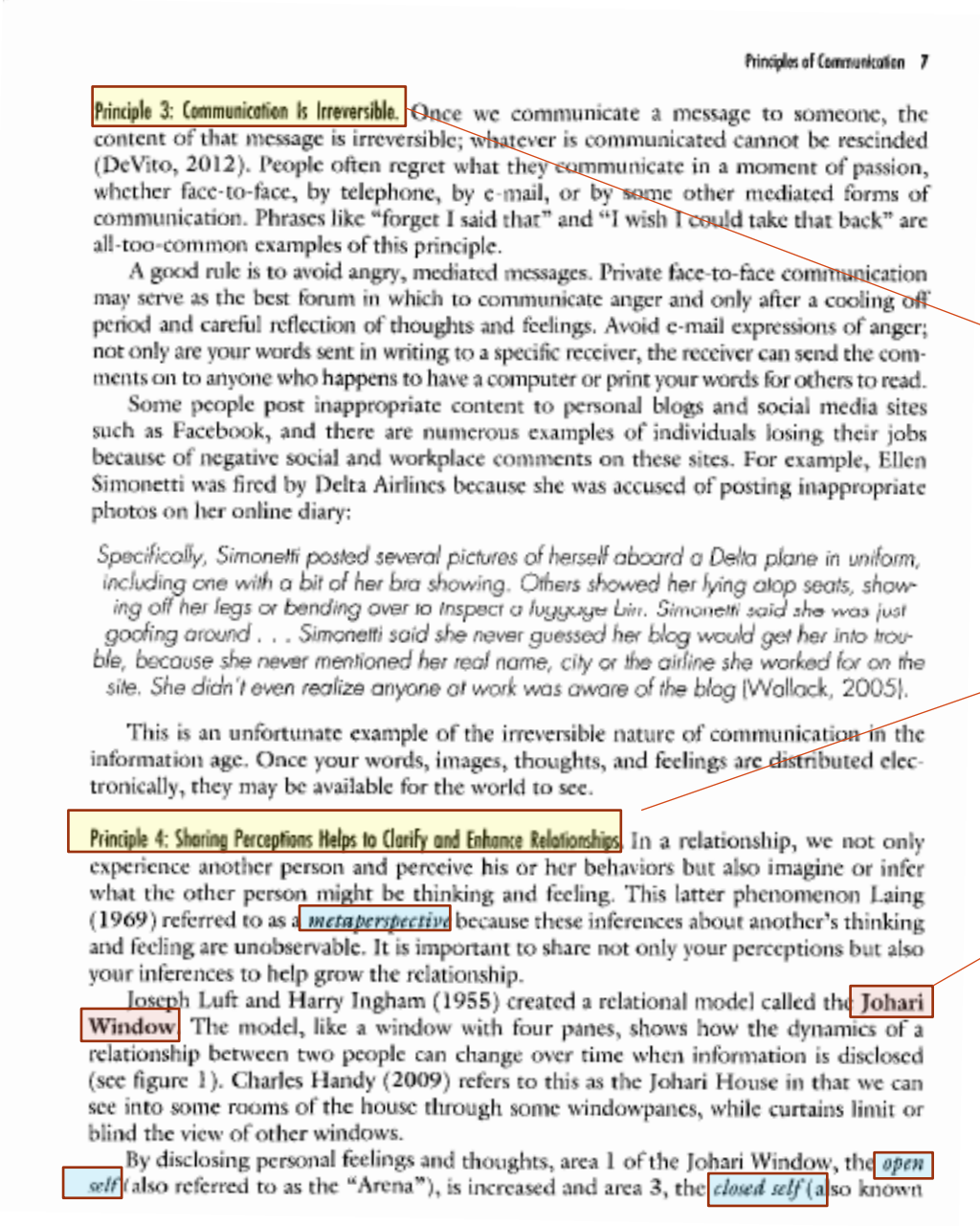
2. Relationships ↑ → Open 2-way exchange

→ Give and Receive Feedback (6)

- Ignore Phones - Share Feelings -Be Respectful

- Focus on 1-2 Items -Feedback only w/o distractions

- Avoid harsh language



Principle 3: Communication Is Irreversible. Once we communicate a message to someone, the content of that message is irreversible; whatever is communicated cannot be rescinded (DeVito, 2012). People often regret what they communicate in a moment of passion, whether face-to-face, by telephone, by e-mail, or by some other mediated forms of communication. Phrases like "forget I said that" and "I wish I could take that back" are all-too-common examples of this principle.

A good rule is to avoid angry, mediated messages. Private face-to-face communication may serve as the best forum in which to communicate anger and only after a cooling off period and careful reflection of thoughts and feelings. Avoid e-mail expressions of anger; not only are your words sent in writing to a specific receiver, the receiver can send the comments on to anyone who happens to have a computer or print your words for others to read.

Some people post inappropriate content to personal blogs and social media sites such as Facebook, and there are numerous examples of individuals losing their jobs because of negative social and workplace comments on these sites. For example, Ellen Simonetti was fired by Delta Airlines because she was accused of posting inappropriate photos on her online diary:

Specifically, Simonetti posted several pictures of herself aboard a Delta plane in uniform, including one with a bit of her bra showing. Others showed her lying atop seats, showing off her legs or bending over to inspect a luggage bin. Simonetti said she was just goofing around . . . Simonetti said she never guessed her blog would get her into trouble, because she never mentioned her real name, city or the airline she worked for on the site. She didn't even realize anyone at work was aware of the blog (Wallack, 2005).

This is an unfortunate example of the irreversible nature of communication in the information age. Once your words, images, thoughts, and feelings are distributed electronically, they may be available for the world to see.

Principle 4: Sharing Perceptions Helps to Clarify and Enhance Relationships. In a relationship, we not only experience another person and perceive his or her behaviors but also imagine or infer what the other person might be thinking and feeling. This latter phenomenon Laing (1969) referred to as a *metaperspective* because these inferences about another's thinking and feeling are unobservable. It is important to share not only your perceptions but also your inferences to help grow the relationship.

Joseph Luft and Harry Ingham (1955) created a relational model called the **Johari Window**. The model, like a window with four panes, shows how the dynamics of a relationship between two people can change over time when information is disclosed (see figure 1). Charles Handy (2009) refers to this as the Johari House in that we can see into some rooms of the house through some windowpanes, while curtains limit or blind the view of other windows.

By disclosing personal feelings and thoughts, area 1 of the Johari Window, the *open self* (also referred to as the "Arena"), is increased and area 3, the *closed self* (also known

2. Relationships ↑ → Open 2-way exchange
   - → Give and Receive Feedback (6)
     - Ignore Phones - Share Feelings -Be Respectful
     - Focus on 1-2 Items -Feedback only w/o distractions
     - Avoid harsh language
3. Communication is Irreversible
   - → Cant take back content
4. Sharing Perceptions → Clarify / Enhance Relationships
   - → metaperspective = infer what others are thinking
   - -Johari Window → Dynamics relationship of 2 people change over time (info exchange)
     - Open = Disclosing Feeling – known (Arena)
     - Closed =

8 Getting Personal

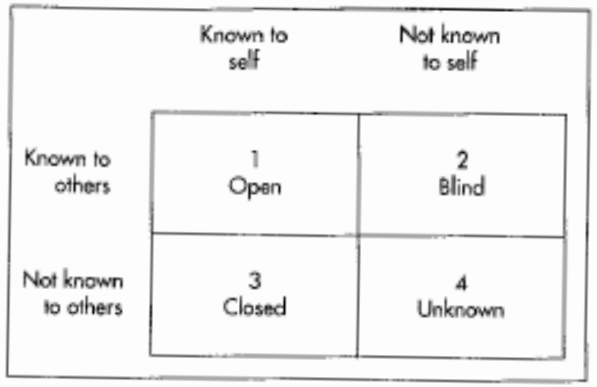


Figure 1 The Johari Window

as the "Façade"), is decreased. As one shares previously undisclosed information from area 2, the *blind self*, to area 1, the size of area 1 is also increased.

Being more open can increase feelings of being understood, and such a feeling can only enhance a relationship. As Luft (1969) observed, "Feeling understood appears then to be a necessary though perhaps not a sufficient condition for man to come to terms with the world and himself" (p. 145).

Keep in mind that self-disclosure should be treated with care. Disclosure should not be employed universally. Often, disclosure is situational or relationally inappropriate. Suppose you are talking casually to a coworker in the work environment. Sharing intimate personal information may be inappropriate because negative information could be spread throughout the work environment and may lessen your credibility among other coworkers.

Sharing your most intimate experiences should not be done early in a relationship because there are differences in how such information may be interpreted. This information is typically shared when the relationship has grown and matured over time. Disclosure must be weighed and shared only when relationally appropriate.

Principle 5: Knowing and Sharing a Common Set of Relational Rules and Boundaries Enhances Relationships. Relationships prosper when people agree on a common set of rules; people struggle relationally when such **relational rules** are violated. **Relational rules** are rules established in a relationship that two parties agree to abide by (e.g. not texting while speaking to another person face-to-face). One common rule of social interaction is that a person speaking is not to be interrupted while speaking. Following this rule or social expectation in casual relationships enhances the social bond between people. Repeated violations

2. Relationships ↑ → Open 2-way exchange
   - → Give and Receive Feedback (6)
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     - Blind = Undisclosed info
     - Unknown
5. Common Rules & Boundaries ↑ Relationships
   - Relational Rules = 2 parties agree to abide by

can lead to social sanction, such as refusing to engage in a discussion because of the presumed rudeness of the offender. Repeated violations of a relational rule will usually cause tension and may lead to a termination of the relationship.

The more intimate the relationship, the more important it is to follow explicit or implied rules that operate in the relationship. Thus an intimate couple may have a rule that both parties must not express their views openly but only privately to each other. In this relationship, both parties may agree on what decision to support before a decision will be implemented. If one person disagrees, the decision is not implemented. Most couples understand the rule that public ridicule of each other is taboo, whereas public praise is acceptable and often used as a verbal sign of commitment. Communication and the importance of mutual rule construction is a necessary component of interpersonal relationships, (Pearce and Cronen, 1980).

Relational Communication Requires the Establishment of Trust

Jack Gibbs' (1973) work on building a supportive climate in groups was developed over 40 years ago, but is still relevant today. It has direct application to the building of trust in dyadic relationships (see table 1 for factors that create defensive and supportive climates). When we communicate with another person positively and minimize negative evaluations, we create a climate of trust (Whetton and Cameron, 2010). When we seek to share power and not control, and when we act with involvement rather than with distance and separation, we generate an environment of trust that builds strong relational bonds. This is called **supportive communication**. Trust is the emotional heart of relationships; to deliberately violate a trust places the relationship in great peril. One violation of trust is sufficient to destroy an otherwise positive relationship.

Defensive communication triggers the perception of a "threat" in a conversation and the content of the message may be significantly distorted (Goulston, 2015). For example, when we use terms that evaluate another person such as their ideas, beliefs, or values, we create a defensive climate.

Table 1 Factors Influencing a Supportive Versus a Defensive Communication Climate

Defensive Climates	Supportive Climates
1 Evaluation	1 Description
2 Control	2 Problem Orientation
3 Strategy	3 Spontaneity
4 Neutrality	4 Empathy
5 Superiority	5 Equality
6 Certainty	6 Provisionalism

4. Sharing Perceptions → Clarify / Enhance Relationships

↳ metaperspective = infer what others are thinking

-Johari Window → Dynamics relationship of 2 people change over time (info exchange)

- Open = Disclosing Feeling – known (Arena)
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- Unknown

5. Common Rules & Boundaries ↑ Relationships

- Relational Rules = 2 parties agree to abide by
- Relational Communication Needs Trust
- Supportive Comm. = Share power & act w/ involvement
- Defensive Comm. – Evaluate persons ideas/beliefs (threat)

Principle 6: Technology Create a Global Village. Technology extends interpersonal communication beyond face-to-face encounters. New communication technologies such as mobile phones and social media have created extensions of interpersonal communication beyond traditional face-to-face settings (McLuhan, 1964). Now we can interact by voice or writing to anyone anywhere in the world. McLuhan argued that for any extension a new technology provides there will be what he called an *amputation* or some form of technology that is no longer used. The face-to-face conversation provides the best opportunity to process the intent of any given message, whereas written messages significantly impact our ability to accurately process the meanings of some messages.

Face-to-face interaction is often the preferred mode of communication. When face-to-face conversations are not possible, but human contact is necessary and/or desired, electronic and written messages are often used. It's important to keep in mind that some receivers consider new and mediated forms of communication less desirable than face-to-face messages, particularly those receivers who do not use or understand new communication technologies.

As McLuhan and Powers (1989) observed, communication technology has created a global village. Today, we use this term as a metaphor to explain the Internet. We can communicate electronically to anyone, anytime, anywhere in the world. We can chat in real time with friends in just about any corner of the globe. We can now exchange ideas and information across vast distances and cultures in an instance.

The speed and vastness of our reach is unprecedented in human history. And although our reach seems awesome now, in all probability, this trend toward speedy, global communication will only be enhanced with continued technological advances.

1.2 ASSERTIVE AND PASSIVE COMMUNICATION

It is important for people to be able to openly express their views on issues and their feelings about what they are experiencing. Some people find it difficult to express themselves in a relationship. This could happen for a variety of reasons, but typically occurs when the other person dominates the interaction in a relationship. Such people tend to be nonassertive and have difficulty expressing thoughts and feelings. Over time, dominating the interaction may become an unconscious pattern that leads to very one-sided interactions.

When one person is hostile during an interaction, the other person may feel humiliated or perceive that her or his rights are being violated. This is referred to as **aggressive communication**. A dominant person's views are aired, while the more submissive or passive person's views tend to be silenced. Silenced individuals then feel invisible in the relationship. The submissive person may choose not to speak for fear that her or his ideas or expressions will not be considered or that those ideas will lead to an angry rebuke from the dominate person. This is referred to as **passive communication**. Conversely, a passive

5. Common Rules & Boundaries ↑ Relationships

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6. Technology creates village

- extends comm. beyond face to face
- Amputation = with every new, old goes away
- global comm. Only will enhance

1.2 Assertive & Passive Communication (pg. 10)

- Aggressive Comm. → 1=Hostile Others=Humiliated / violated
- Passive Comm. → Doesn't speak (fearful)

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person's characteristic interaction pattern may be marked by the occasional angry outburst. This illustrates the classic passive-aggressive pattern of poor relational interaction.

Both scenarios are counterproductive to a healthy and ongoing positive relationship. This dysfunctional pattern of communication can be modified by encouraging more **assertive communication** from the passive person. In contrast to aggressive and passive communication, **assertive communication** is the process of stating one's views verbally in a relationship without being verbally aggressive or passively silent.

Here are five general guidelines for becoming more assertive in a relationship, thus making the relationship more balanced:

1. *Don't be silent.* Make simple verbal statements of your rights, beliefs, and feelings.
2. *Repeat the statement* with increasing firmness, but without increasing escalation.
3. *Use "I" language* when making assertive statements, such as "I get upset when I can't give you my opinion." These are often referred to as **"I" statements**.
4. *Describe unacceptable behavior*, such as "Please don't interrupt me until I finish what I have to say."
5. *Express what you want.* For example, "I want the green car" or "I do not want to lose my train of thought."

If you're assertive with aggressive people, you are, in a sense, asking them to modify their aggressive behaviors—their aggressive communication style. If they value the relationship, they will attempt to modify their style of communication to allow you to voice your concerns. If they don't modify their behavior, this may indicate that they do not value you or the relationship. Obviously, such a position often has dire consequences for the relationship.

5. Common Rules & Boundaries ↑ Relationships

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- Aggressive Comm. → 1=Hostile Others=Humiliated / violated
- Passive Comm. → Doesn't speak (fearful)
- Assertive Comm. → State views verbally (No aggression, no passive)
- Enhance Assertive Behavior (5)

1. No Silence 2. Repeat Statement 3. Use "I"

4. Describe unacceptable behavior 5. What you want

1.3 GENDER COMMUNICATION

On the surface, it is difficult to detect differences in the way men and women communicate. However, there are a multitude of discernible differences in conversational style between men and women. These differences create interpretation problems and are at the heart of most disagreements.

Deborah Tannen's (1984) **genderlect styles** theory suggests that because of cultural differences, and the differing role expectations, men and women have differing perceptions and uses of language based on their gender. Women use communication to seek connections with others, whereas men use communication primarily to establish status and independence. Thus, according to this theory, women favor rapport talk (e.g., talking about feelings). In contrast, men focus on report talk (e.g., a description of experiences).

Gender differences sometimes create opportunities for and obstacles to relationship building. Many men do not share their feelings as frequently or with as much intensity as women. This phenomenon can strain a relationship. One way of improving the relational dynamics is for men to share more of their feelings and for women to understand that men have been taught not to share their feelings. Encouraging, not demanding, the fuller expression of feelings may lead to more satisfactory interactions and more meaningful relationships.

Here are five distinctions that Tannen (1984) offers as differing aspects of communication between men and women:

1. *Conflict.* Men often initiate conflict, whereas women attempt to solve differences or evade conflict because it threatens rapport.
2. *Asking questions.* Women ask questions to create and maintain connections, whereas men avoid asking questions because it indicates need and a lack of self-sufficiency.
3. *Telling stories.* Women focus on others when telling a story (e.g., friends, family, coworkers), which in turn creates a connection with the people with whom they are communicating. However, men tend to tell more stories than women and usually more jokes.
4. *Listening.* Women use nonverbal behaviors to indicate active listening (e.g., eye contact, facial expressions) and responses such as "I hear you" and "yeah, I'm listening." For men, these behaviors indicate agreement and may suggest a passive stance.
5. *Public and private speaking.* Women talk more than men in private conversations, whereas men speak the most while attempting to gain status.

Men and women have recognizably different styles in posting to social media and different online styles of communicating (Herring, 1994; Duggan, 2013). In the social media environment, men typically assume a more adversarial style, characterized by put-downs

1.2 Assertive & Passive Communication (pg. 10)

- Aggressive Comm. → 1=Hostile Others=Humiliated / violated
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- Assertive Comm. → State views verbally (No aggression, no passive)
  - Enhance Assertive Behavior (5)
    1. No Silence 2. Repeat Statement 3. Use "I"
    4. Describe unacceptable behavior 5. What you want

1.3 Gender Communication

- Genderlect Styles = genders have different perceptions & language
- Distinctions w/ Comm. (5)
  1. Conflict (Men start, Women solve/evade)
  2. Asking Questions (Men Avoid, Women Ask)
  3. Telling Stories (Men tell more, Women focus on others)
  4. Listening (Men agreement, Women nonverbal)
  5. Public/Private Speaking (Men status, Women Private)

include self-promotion. In contrast, women assume a supportive style of communication characterized by more expressive messages that include notes of appreciation, apologies, and messages that reflect community building. Women are more likely to ask questions, express doubt, and contribute ideas in the form of suggestions.

According to a Pew Research Center study (Duggan, 2013), women are the leading users of social media. Between December 2009 and December 2012, women were more likely than men to use social media. Specifically, they were 10% more likely than men to use social media platforms, and when the time period was expanded to May 2008 through May 2013, the average fell only slightly to 8%. Women also differed from men in their use of some social media platforms. For example, women were more likely to use platforms such as Facebook, Pinterest, and Instagram. However, women and men reported similar use of platforms such as Twitter and Tumblr. Reddit.com was the only site to show significantly more use among men.

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Given this information about differences in communication styles among men and women and how they communicate—both in traditional, face-to-face channels and social media channels—there are several strategies for improving gender communication face-to-face and in mediated encounters:

- *Keep differences in mind.* The differences stated above apply to cross-gender (female-male) relationships but could easily be applied to same-gender (female-female, male-male) relationships. Regardless, you should enter conversations with men and women assuming that gender differences in conversation will exist. Tannen (2007) referred to gender communication as another form of intercultural communication. Always keep differences in mind when interacting and communicating with a member of the same or opposite sex.
- *Treat women and men as equals.* Treat the other person, regardless of gender, as an equal rather than giving off superior/inferior cues in conversation. Our society focuses on male sex role qualities as the norm and undervalues the differing sex role qualities of females. Treating each other as equals and respecting differences, helps clear the way for fuller more robust encounters.
- *Verbalize feelings and provide nonverbal feedback.* Verbalize your feelings and provide more nonverbal feedback in the form of direct eye contact. Although these are often suggested for improving cross-cultural relationships, they are easily transferable to the context of gender communication. In social media, this might mean using more emoticons and expressive statements. Telling someone how you feel and offering nonverbal feedback are very simple yet important strategies that help

1.3 Gender Communication

- Genderlect Styles = genders have different perceptions & language

- Distinctions w/ Comm. (5)

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  5. Public/Private Speaking (Men status, Women Private)

- Improving:

  1. Keep- Differences in Mind
  2. Women And Men are equals
  3. Verbalize Feelings (Feedback)

QUESTIONS?