* 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

 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

 Can’t 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 = Don’t share to others (Façade)

 - Blind = Undisclosed info

 - 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)

 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)

- 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)

 - Improving:

 1. Keep- Differences in Mind

 2. Women and Men are equals

 3.Verbalize Feelings (Feedback)