* 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)