

Index

- #MeToo movement, 6, 244
 2016 US Presidential primaries, 67
- Academy of Motion Pictures Arts and Sciences, 197
- A-CAR pattern of speaking stress, 246
- adaptation, 246
- anticipation, 246
- confrontation, 246
- release, 246
- advisory groups, 165
- affectionate communication, 148
- definition of, 148
- outcomes of, 148
- sex differences in, 148
- affinity seeking, 206
- age and the retrieval process, 60–61
- Agenda-Setting Theory (Maxwell McCombs and Donald Shaw), 199–200
- Agenda-Setting Theory, concepts of, 198
- correlation, 199
- gatekeeping, 198
- surveillance, 199
- American*, 44
- American Sign Language, 110
- Amos 'n' Andy*, 195
- Aristotle, 217
- asynchronous behavior, 205
- attraction, 143
- attribute agenda setting, 199
- Attribution Theory, 73–75
- Covariation Model of Attribution (Harold Kelley), 74–75
- consensus, 74
- consistency, 74
- distinctiveness, 74
- multiple necessary causes, 75
- multiple sufficient causes, 75
- external attribution, 74
- fundamental attribution error, 74
- internal attribution, 74
- Attributions (Social Information Processing Theory), 206
- audience analysis, definition of, 242
- audience analysis, types of, 242–244
- attitudinal (psychographic), 243–244
- demographic, 242–243
- environmental, 244
- behavioral interdependence, 140
- Bill and Melinda Gates Foundation, 68
- blogs, 225
- boundary spanning, 170
- brainstorming, 223
- breaking up online, 153
- Breitbart News*, 200
- British Academy Awards, 223
- bus rider phenomenon (strangers on a train), 147
- castes*, 40
- CCO approach, 167
- Center for Disease Control, 2017
- prohibited words, 85
- centrality of communication, 164
- challenges and barriers to intercultural communication, 42–47
- anxiety and uncertainty, 45–46
- assumption of similarity, 46–47
- ethnocentrism, 43–45
- prejudice, 47
- stereotyping, 45
- Chapman University Survey of American Fears, 216
- characteristics of verbal codes, 84–86
- Charlottesville, VA, 23
- cisgender, 64
- Classical origins of the field of communication, 18–19
- the Greeks and Romans, 18–19
- Aristotle, 18
- Cicero, 18–19
- five canons of rhetoric, 18–19
- Gelon, 18
- Plato, 18
- Rhetoric, 18
- Clinton, Hillary, 96
- close relationships, 141
- communication in close relationships, 141
- co-cultural theory, 48–50
- cohesion, 172
- collectivism, 39
- communication apprehension, definition of, 245
- communication apprehension, symptoms of, 246
- dizziness, 246
- excessive perspiration, 246
- flubbing up word usage, 246
- flushed face, 246
- forgetting words, 246
- losing place in speech, 246
- using profanity, 246
- wobbly legs, 246
- communication competence, 157
- communication, constitutive nature of, 137–138
- communication, definition of, 5–8
- community, 34
- Confucius, 129
- connotative meaning, 86
- consensus, 176
- Contagion Theory (Joseph Nuttin), 255–256
- contemporary period, 20–22
- group dynamics movement, 20
- Correlation (Agenda-Setting Theory), 199
- cultural appropriation, 51

- cultural diversity, 32
 cultural empathy, 51
 cultural imperatives, 35
 demographic, 36
 peace, 36–37
 self-awareness, 35
 cultural metaphors, examples of, 31
 melting pot, 31
 orchestra, 31
 culture and perception process, 62–63
 monochronic culture, 63
 polychronic culture, 63
 culture clashes, 34
 culture, assumptions of, 34–35
 culture and communication intertwined, 34–35
 culture creates divisions and community, 34
 culture is complex, 34
 culture, components of, 33
 ability, 33
 age, 33
 family type, 33
 gender, 33
 geographic region, 33
 nationality, 33
 race/ethnicity, 33
 sex, 33
 sexual identity, 33
 social class, 33
 spiritual/religious identity, 33
 culture, definition of, 33–34
 dynamic, 33
 fluid, 33
 unpredictable, 33
 culture, dimensions of, 38–42
 distribution of power, 40–41
 long- and short-term orientation, 41
 masculinity-femininity, 41
 uncertainty avoidance, 39
 cyberbullying, 205
 defining (or describing) speech, 220
 demographic heterogeneity, 36
 demonstration speech, 219
 denotative meaning, 85–86
 diaspora, 37
 difference between interpersonal and relational communication, 138–140
 continuum from interpersonal to relational communication, 138
 relational history, 139
 relational rules, 139
 relational uniqueness, 140
 division of labor, 166
 downward communication, 169
 dyads, 137
 echo chamber, 193
 emails, 128
 emotional contagion, 255
 empathy, 147
 enculturation, 33
 ethical communication, 24–27
 ethos, 231
 Expectancy Violations Theory (Judee Burgoon), 101–102
 Facebook, 47, 70, 109, 147, 201
 Facetime, 194, 205
 facts, 114
 familiazation, 180
 feedback, 112
 feedback (Social Information Processing Theory), 207
 feminine cultures, 41
 femininity, 41
 feminist movement, 6
Fences, 197
Ferris Bueller's Day Off, 253
 formal groups, 165
 Gallaudet University Library, 110
 gender roles, 6
 “gig” economy, 170
 Gilligan, Carol (the ethic of care), 26
 GLAAD (Gay and Lesbian Alliance Against Defamation), 198
 Global Listening Centre, 122
 Golden Globe Awards, 244
 group roles, types of, 170–175
 dysfunctional, 171
 relational maintenance, 171
 task completion, 171
 group, characteristics of, 164–165
 group orientation, 165
 interdependence, 165
 interpersonal interaction, 165
 group, definition of, 164
 Groupthink Theory (Irving Janis), 175–178
 groupthink, definition, 176
 groupthink, symptoms of, 176–178
 collective rationalization, 177
 mindguards, 177
 pressure toward dissenters, 177
 self-censorship, 177
 stereotyping those outside of the group, 177
 the illusion of invulnerability, 176
 the illusion of unanimity, 177
 unquestioned belief in the morality of the group, 176
Harvard Business Review, 109
 hearing and listening, the difference between them, 110–111
 hearing loss, 110
 hierarchical outlining structure, 229
 Hofstede, Geert, 38–39
 holistic model of communication, 14
 common field of experience, 15
 cultural context, 15
 effect, 16
 field of experience, 15
 competency, 15
 skills, 15
 historical context, 15
 situational context, 15
 horizontal communication, 169
 Hulu, 193
 hyperattention, 209

- hyperpersonal perspective, 205
 hypodermic needle theory, 192
- iGen*, 204
 I-messages, 104
 Immanuel Kant (the categorical imperative), 25
 immigrants, 32
 impersonal communication, 140
 impression management, 71
 face (public self), 71
 facework, 71–72
 negative face, 72
 positive face, 72
 improving audience analysis and
 speech delivery skills,
 256–258
 improving skills as consumers
 and producers of mass
 and social media,
 208–209
 individualism, 39
 inferences, 114
 influences on nonverbal
 communication, 99
 culture, 99–100
 influences on verbal
 communication, 86–89
 culture, 86–88
 context, 89
 women and men as different
 speech communities, 88
 in-group, 46
 Instagram, 47, 70, 109, 152, 201
 Institute for Economics and Peace,
 38
 intentionality, 8–9
 interactional model of
 communication, 11–12
 critique of interactional
 model, 12
 feedback, 12
 external feedback, 12
 internal feedback, 12
 nonverbal feedback, 12
 verbal feedback, 12
 interacts (a comment and its
 response), 138
- interpersonal communication,
 definition of, 137
 interpersonal conflict, 148–149
 definition of, 148
 four types of, 148, 150
 interpersonal relationships, 141
 interpretive communities, 193
- Janis, Irving, 175–182
 Japanese culture, 6
 Jenner, Bruce/Caitlyn, 99
 Jenner, Kendall, 64
 Jobs, Steve, 247–248
 journalistic ethics, 201
- Lady Gaga, 64
 leakage (deception), 82
Levo, 218
 lexical gap, 88
 LGBT characters, on television,
 198
- linear model of communication, 10
 components of linear model, 10
 channel, 11
 message, 11
 noise, 11
 physical noise, 11
 physiological noise, 11
 psychological noise, 11
 semantic noise, 11
 receiver, 11
 sender, 11
 critique of linear model, 11
- Linguistic Determinism Theory
 (Edward Sapir &
 Benjamin Whorf), 92
 Linguistic Relativity Theory
 (Edward Sapir &
 Benjamin Whorf), 93
- LinkedIn, 70, 120
 listening styles, 114–115
 action-centered listening, 115
 content-centered listening, 115
 person-centered listening, 115
 time-centered listening, 115
 listening, definition of, 111
 listening, influences on, 119–124
 culture, 120–124
- listening cultures vs. talking
 cultures, 121–122
 race, 123–124
 sex and gender, 122
 social media, 120
 technology, 119–120
 listening, stages of, 111–114
 rating, 113
 recalling, 113
 receiving, 111–112
 responding, 112
 logos, 231
 long-term orientation cultures, 41
- main heading, 229
 masculine cultures, 41
 masculinity, 41
 mass media, 191
 mass media, aspects of, 191
 professional communicators,
 192
 technology, 191
 the public, 192
 McLuhan, Marshall, 194
 meaning, component of
 communication
 definition, 7
 content level, 8
 relationship level, 8
 shared meaning, 8
 media framing, 200
 media literacy, 208–209
 micro-celebrities, 70
 Mill, John Stuart (utilitarianism),
 26
 millennials, 218
 mindfulness (mindful listening),
 112
 models of communication, 9–14
 modern period, 19–20
 the elocution movement, 20
Moonlight, 197
 motivated sequence, steps to, 221
 cultivating action, 221
 establishing a need, 221
 gaining attention, 221
 satisfying the need, 221
 visualizing the future, 221

- multiple sequence model, 174
 - conflict cyclic path, 174
 - solution-oriented path, 174
 - unitary sequence path, 174
- mutual influence, 141
- naïve psychologists, 73
- National Association of Colleges and Employers, 218
- National Association of Public Speaking Teachers, 249
- Native Americans, 123
- Netflix, 193
- nonverbal communication,
 - definition, 82
- Obama, Barack, 21
- opinions, 114
- oratory, definition of, 232
- oratory, types of, 232
 - deliberative oratory, 233
 - epideictic oratory, 233
 - judicial oratory (forensic oratory), 232
- Organizational Culture Theory (Michael Pacanowsky and Nick O'Donnell-Trujillo), 182–184
- organizational symbols, types of, 183
 - behavioral symbols, 183
 - physical symbols, 183
 - verbal symbols, 183
- organizations, characteristics of, 166
 - communication, 166, 167
 - control, 166, 167
 - differentiation of tasks and functions, 166
 - goal orientation, 166
 - interdependence, 166
- organizations, definition, 165
- out-group, 46
- outline, 228
- Palo Alto group, the, 9
- pathos, 218, 231
- perception, definition of, 57
- perception, stages of, 57
- perceptual biases, 65–69
 - homogeneity bias, 66
 - negativity bias, 66–67
 - self-serving bias, 68–69
 - simplicity bias, 67–68
- personal inventory of speaking
 - experiences, 234–236
- persuasion, 217
- Pew Research Center, 190
- phubbing, 153
- Pinterest, 120
- Politico*, 209
- poor listening habits, 116–122
 - ambushing, 116, 117
 - defensive listening, 116, 118
 - omnipotent listening (gap filling), 116, 118
 - selective listening (spot listening), 116, 117
 - talkoholism (ego-speak), 116, 119
- post-classical period (the Middle Ages and the Renaissance), 19
- power distance, 40–41
- priming, 200
- private language, 144
- problems in verbal
 - communication, 89–93
 - exclusionary language (sexist, racist, and homophobic language), 90–92
 - generic *he*, 90
 - man-linked words, 90
 - heterosexual marriage practices, 90
 - misunderstandings, 89–90
 - strategic ambiguity, 89
 - re-appropriating words to decrease bias, 92
- problem-solution format, 221
- process, component of
 - communication
 - definition, 6
- productivity, 172
- reception theory of mass
 - communication, 192
- reciprocity, 147
- Reddit, 46
- reducing communication
 - apprehension, 247
- refugees, 37
- relational communication,
 - definition of, 137
- Relational Dialectics Theory (Leslie Baxter), 154
 - common tensions in relationships, 154
 - coping strategies, 156
 - cyclic alternation, 156
 - integration, 156
 - disqualifying, 156
 - neutralizing, 156
 - reframing, 156
 - segmentation, 156
 - selection, 156
 - relationship between verbal and nonverbal communication, 82–84
 - relationship development, 142–145
 - stage models (Mark Knapp), 142–145
 - research plan, 224–225
 - role relationships, 140
 - rules, in group meetings, 168
- same-sex marriage (marriage equality), 144
- Sandberg, Sheryl, 45, 95
- Sanders, Bernie, 96
- Sandy Hook Elementary School, 234
- schema, 59
 - relational schema, 60
- Seinfeld, Jerry, 216
- selective attention, 58
- selective retrieval, 60
- self-concept, components of, 69
 - self-esteem, 70
 - self-image, 70
- self-disclosure principles, 147
- self-disclosure, definition of, 147
 - intentionality, 146
 - personal information (private information vs public information), 146

- risk, 146
- trust, 146
- selfies, 70
- self-monitoring, 103
- semantic triangle, 84
- sex and gender, 64
 - definitions, 64
 - impact on perception process, 64
- sexting, 152
- short-term orientation cultures, 41
- signposts, 227
- silence, 129
- situational approach to leadership, 179
- skills for improving cultural sensitivity, 50–52
- skills for improving interpersonal and relational communication, 157–160
- skills for improving listening, 126–130
- skills for improving perception, 75–77
- skills for improving verbal and nonverbal communication, 83
- skills to enhance group and organizational effectiveness, 184–185
- skills to enhance speech preparation and organization, 234–236
- Skype, 152
- small talk, 143
- Snapchat, 70, 143, 190
- social information processing theory, 205–206
- social media, 201
- social media, ways to share, 204
 - gifs, 204
 - hashtags, 204
 - memes, 204
- social technologies, 199
- Socrates, 248
- speech delivery components (P-R-E-V-I-E-W), 251
 - enthusiasm, 253
 - eye contact, 252
 - intonation, 253
 - pauses, 251
 - rate, 252
 - volume, 253
 - wildcard, 253
 - gestures, 253
 - physical appearance, 253
 - rehearsing, 253
- speech delivery formats, 250–251
 - extemporaneous, 250
 - impromptu, 250
 - manuscript, 250
 - memorized, 250
- speech organizational patterns, 226–228
 - chronological pattern, 227
 - gimmick organizational pattern, 228
 - pro-con organizational pattern, 228
 - sequential pattern, 227
 - simplified organizational pattern, 226
 - body, 226
 - conclusion, 226
 - introduction, 226
 - topical organizational pattern, 228
- speech to inform, 219
- speech to persuade, 220–221
- stages to group problem-solving, 172–174
 - conflict stage, 174
 - emergence stage, 174
 - orientation stage, 172
 - reinforcement stage, 172
- standpoints, 49
- stereotyping, 45, 59
- subordinate heading, 229
- supportive communication
 - climate, 158
- symbols, component of communication
 - definition, 7
 - abstract symbols, 7
 - concrete symbols, 7
- synchronization, 256
- synchronous behavior, 205
- synergy, 172
- systematic desensitization, 247
- tabula rasa*, 33
- talkaholics, 24
- technological ethics, 249
- technology and public speaking, 247–249
- technology and relational communication, 152–153
- TED talks, 216
- texting, 152
- the audience-speaker relationship, 240
- The Daily Journalist*, 190
- the destructive side of communication, 22–23
- the first level of agenda setting, 199
- The Gilmore Girls*, 136
- “The medium is the message”, 194
- The New York Times*, 200
- The Precepts of Kagemni and Ptah-Hopte*, 17
- The Rhetoric* (Aristotle), 217
- The Shallows*, 209
- The Society of Human Resource Management, 181
- thesis statement, 223
- This is Us*, 196
- trait approach to leadership, 178–179
- transaction, component of communication
 - definition, 7
- transactional model of communication, 13
- transformational approach to leadership, 179
- Trump, Donald, 23, 67, 85, 195, 200
- Twitter, 47, 70, 109, 152, 195
- types of nonverbal codes, 93–95
 - chronemics (time), 98
 - environment, 98

- types of nonverbal codes (cont.)
 - facial expressions, 95–96
 - haptics (touch), 96
 - kinesics (body movement), 94
 - paralanguage, 96
 - physical appearance, 94–95
 - body artifacts, 94–95
 - proxemics (space), 96–98
 - territoriality, 98
- uncertainty avoidance, 39
- upward communication, 169
- Urban Dictionary, 86
- using research and supporting materials,
 - considerations for, 224
 - appropriately integrate research into a speech, 225
- critically evaluate the research
 - beforehand, 225–226
- develop a research plan, 224
- ensure that your research is relevant, 225
- use research to support your thesis, 225
- verbal communication, 81
 - definition, 81
 - grammar, 81
 - verbal codes, 81
- visual literacy, 209
- warranting, 206
- Washington Post*, 200
- ways to prevent groupthink, 177–178
- webinars (online presentations), 248
- West, Kim Kardashian, 70
- WeWork*, 170
- Wiki, 249
- Winfrey, Oprah, 67–68
- work-home family balance, 179–181
- Working Memory Theory (Alan Baddeley), 124
 - short-term memory, 124
 - working memory, 124
- xenophobia, 47
- YouTube, 218
- Zuckerberg, Mark, 95