
Contents

1	Social psychologists – lay people and practitioners	1
2	The structure and goals of social interaction – a cool view	8
3	Roles, situations and environment – the backdrop of social interaction	21
4	Communication, language and social interaction	48
5	Non-verbal communication	65
6	Understanding other people – the lay person’s psychology	79
7	Knowledge and experience of self	99
8	Relationships and the exchange process	127
9	The management of social interaction and social relationships	140
	Suggestions for further reading	166
	References and name index	168
	Subject index	178