Contents

Preface	ix
Introduction	xiii
A THESIS ON THE LEARNING OF COMMUNICATION SKILLS	xiii

1	
Point of View	1
THE HISTORICAL APPROACH	4
BOTH SIDES OF COMMUNICATION	6
THE IMPACT OF BOTH SIDES OF SILENCE ON LIFE	7
THE MEANING OF THE STORIES	10
SETTING THE DIRECTION	10
OBJECTIVES	11
EVALUATION	11
DISCUSSION QUESTIONS	11
EXPLORATIONS	12

vi Contents

2 The Nature of Communication

THE SILENT SIDE OF COMMUNICATION	14
	24
THE OVERT SIDE OF COMMUNICATION	24
COMMUNICATION: THE INTERACTIVE RESULTS OF LISTENING	
AND SPEAKING	26
	30
SUMMATION	
OBJECTIVES	31
EVALUATION	31
	31
DISCUSSION QUESTIONS	31
EXPLORATIONS	31

3

Meaning: The Translation of Words

TRANSLATION AND MEANING	36
OBIECTIVES	53
EVALUATION	54
DISCUSSION QUESTIONS	54
	54
EXPLORATIONS	

4

Meaning: The Reading of Nonverbal Cues

THE ROLE OF NONVERBAL COMMUNICATION	57
THE LANGUAGES OF NONVERBAL COMMUNICATION	59
BREAKING THE CODE	67
IDENTITY IN NONVERBAL COMMUNICATION	68
OBJECTIVES	69
EVALUATION	69
DISCUSSION QUESTIONS	69
EXPLORATIONS	70

35

56

Emotion and Communication

THE PRICE OF LANGUAGE	WITHOUT	EMOTION	
emotion and words			
LISTENING AND EMOTION			
SPEECH AND EMOTION			
OBJECTIVES			
EVALUATION			
DISCUSSION QUESTIONS			
EXPLORATIONS			

The Role of Expectation

RECEPTION VS. PERCEPTION HOW RECEPTION AND PERCEPTION WORK TOGETHER LISTENING AND THE HISTORY OF A SELF THE OPEN AND CLOSED EXPECTATIONS OPENNESS, CLOSEDNESS, SPEAKING, AND LISTENING SUMMARY OBJECTIVES **EVALUATION** DISCUSSION QUESTIONS **EXPLORATIONS**

Environmental Impact

119
129
132
133
134
136
137
138
138
138
139
11111111111

8 Judgment, Criticism, and Discrimination

DESCRIPTIONS AND ANALYSES OF JUDGMENT, CRITICISM, AND DISCRIMINATION 141 146 THE NEED TO JUDGE THE RESULTS OF BEING JUDGED 148 THE RESULTS OF MAKING THE JUDGMENT 152 A CASE FOR CRITICAL LISTENING 155 NONJUDGMENTAL DISCRIMINATION EXAMINED 157 OBJECTIVES 159 159 **EVALUATION** DISCUSSION QUESTIONS 160 160 **EXPLORATIONS**

9

Power in Communication

OBJECTIVES	182
EVALUATION	182
DISCUSSION QUESTIONS	182
EXPLORATIONS	183
EXPLORATIONS	163

10

From Monologue to Dialogue

MONOLOGUE 187 TECHNICAL DIALOGUE 189 **RESISTANT COMMUNICATION** 191 CONFRONTATION 193 DIALOGUE 199 IN SUM 206 OBIECTIVES 206 EVALUATION 206 DISCUSSION QUESTIONS 207 **EXPLORATIONS** 207

Selected Readings

209

140

163

185

Index

217