

GLOBAL
EDITION



Human Communication

The Basic Course

THIRTEENTH EDITION

Joseph A. DeVito



ALWAYS LEARNING

PEARSON

13TH EDITION

GLOBAL EDITION

HUMAN COMMUNICATION

The Basic Course

Joseph A. DeVito

Hunter College of the
City University of New York

PEARSON

Boston Columbus Indianapolis New York San Francisco Upper Saddle River
Amsterdam Cape Town Dubai London Madrid Milan Munich Paris Montréal Toronto
Delhi Mexico City São Paulo Sydney Hong Kong Seoul Singapore Taipei Tokyo

Human Communication: The Basic Course, Global Edition

Table of Contents

Cover

Brief Contents

Detailed Contents

Welcome to Human Communication: The Basic Course

Part One: Foundations of Human Communication

Chapter 1: An Introduction to Human Communications

1.1 Forms, Benefits, and Myths of Human Communication

The Forms of Human Communication

The Benefits of Human Communication

The Myths of Human Communication

1.2 Elements of Human Communication

Communication Context

SourceReceiver

Messages

Channels

Noise

Effects

1.3 Principles of Human Communication

Communication is Purposeful

Communication is Transactional

Communication is a Package of Signals

Communication is a Process of Adjustment

Communication Involves Content and Relationship Dimensions

Communication is Ambiguous

Communication is Punctuated

Communication is Inevitable, Irreversible, and Unrepeatable

1.4 The Competent Communicator

The Competent Communicator Makes Reasoned Choices

The Competent Communicator Thinks Critically and Mindfully

The Competent Communicator is Culturally Sensitive

The Competent Communicator is Ethical

The Competent Communicator is an Effective Listener

The Competent Communicator is Media Literate

Table of Contents

Summary : Preliminaries to Human Communication

Key Terms

Working with the Preliminaries to Human Communication

Chapter 2: Culture and Communication

2.1 What is Culture?

Sex and Gender

The Transmission of Culture

The Importance of Culture in Communication

The Aim of a Cultural Perspective

2.2 Cultural Differences

Individual and Collective Orientation

High- and Low-Context Cultures

Power Distances

Masculine and Feminine Cultures

High- and Low-Ambiguity-Tolerant Cultures

Long- and Short-Term Orientation

Indulgence and Restraint

2.3 Intercultural Communication

The Nature and Forms of Intercultural Communication

Improving Intercultural Communication

Summary: Culture and Communication

Key Terms

Working with Culture and Communication

Chapter 3: Understanding Your Self and Your Perceptions

3.1 The Self in Human Communication

Self-Concept

Self-Awareness

Self-Esteem

3.2 Self-Disclosure

Factors Influencing Self-Disclosure

The Rewards and Dangers of Self-Disclosure

Guidelines for Self-Disclosure

3.3 Perception

Stage 1: Stimulation

Stage 2: Organization

Stage 3: InterpretationEvaluation

Stage 4: Memory

Stage 5: Recall

3.4 Impression Formation

Impression Formation Processes

Table of Contents

Increasing Accuracy in Impression Formation

3.5 Impression Management

To Be Liked: Affinity-Seeking and Politeness Strategies

To Be Believed: Credibility Strategies

To Excuse Failure: Self-Handicapping Strategies

To Secure Help: Self-Deprecating Strategies

To Hide Faults: Self-Monitoring Strategies

To Be Followed: Influencing Strategies

To Confirm Self-Image: Image-Confirming Strategies

Summary: The Self and Perception

Key Terms

Working With The Self and Perception

Chapter 4: Effective Listening

4.1 The Importance of Listening: Task and Relationship Benefits

4.2 The Listening Process

Stage 1: Receiving

Stage 2: Understanding

Stage 3: Remembering

Stage 4: Evaluating

Stage 5: Responding

4.3 Listening Barriers

Distractions: Physical and Mental

Biases and Prejudices

Lack of Appropriate Focus

Premature Judgment

4.4 Styles of Effective Listening

Empathic and Objective Listening

Nonjudgmental and Critical Listening

Surface and Depth Listening

Polite and Impolite Listening

Active and Inactive Listening

4.5 Listening, Culture, and Gender

Culture and Listening

Gender and Listening

Summary: Listening in Human Communication

Key Terms

Working With Listening

Chapter 5: Verbal Communication

5.1 Principles of Verbal Messages

Meanings are in People

Table of Contents

- Language is Denotative and Connotative
- Meanings Depend on Context
- Messages Vary in Politeness
- Messages Can Be Onymous or Anonymous
- Messages Vary in Assertiveness
- Messages Can Deceive

5.2 Disconfirmation and Confirmation

- Racism
- Heterosexism
- Ageism
- Sexism
- Cultural Identifiers

5.3 Using Verbal Messages Effectively

- Language Symbolizes Reality (Partially)
- Language Expresses Both Facts and Inferences
- Language is Relatively Static
- Language Can Obscure Distinctions

Summary: Verbal Messages

Key Terms

Working with Verbal Messages

Chapter 6: Nonverbal Communication

6.1 The Principles of Nonverbal Communication

- Nonverbal Messages Interact with Verbal Messages
- Nonverbal Messages Help Manage Impressions
- Nonverbal Messages Help Form Relationships
- Nonverbal Messages Structure Conversation
- Nonverbal Messages Can Influence and Deceive
- Nonverbal Messages are Crucial for Expressing Emotions

6.2 The Channels of Nonverbal Communication

- Body Communication
- Facial Communication
- Eye Communication
- Space Communication
- Artifactual Communication
- Touch Communication
- Paralanguage: The Vocal Channel
- Silence
- Time Communication
- Smell Communication

6.3 Culture and Nonverbal Communication

Table of Contents

- Culture and Gesture
- Culture and Facial Expression
- Culture and Eye Communication
- Culture and Colors
- Culture and Touch
- Culture, Paralanguage, and Silence
- Culture and Time

6.4 Some Nonverbal Communication Skills

- Decoding Skills
- Encoding Skills

Summary: Nonverbal Messages

Key Terms

Working With Nonverbal Communication

Part Two: Interpersonal, Small Group, and Organizational Communication

Chapter 7: The Art of Successful Conversation

7.1 Principles of Conversation

- The Principle of Process: Conversation is a Developmental Process
- The Principle of Turn-Taking
- The Principle of Dialogue
- The Principle of Immediacy
- The Principle of Flexibility
- The Principle of Politeness: Conversation is (Usually) Polite

7.2 Everyday Conversations

- Making Small Talk
- Introducing People
- Making Excuses
- Apologizing
- Giving and Receiving Compliments
- Giving and Receiving Advice

Summary: Interpersonal Communication: Conversation

Key Terms

Working with Conversation

Chapter 8: The Realm of Relationships

8.1 Relationship Stages

- Contact
- Involvement
- Intimacy
- Deterioration
- Repair

Table of Contents

Dissolution

8.2 Relationship Theories

Attraction Theory

Relationship Rules Theory

Relationship Dialectics Theory

Social Penetration Theory

Social Exchange Theory

Equity Theory

8.3 The Dark Side of Interpersonal Relationships

Jealousy

Relationship Violence

Summary: Interpersonal Relationship Stages and Theories

Key Terms

Working With Interpersonal Relationship Stages and Theories

Chapter 9: Friendly, Romantic, and Familial Relationships

9.1 Friendships

Friendship Types

Friendship and Communication

Friendships, Culture, Gender, and Technology

9.2 Romantic Relationships

Love Types

Love and Communication

Love, Culture, Gender, and Technology

9.3 Families

Types of Couples and Families

Family Characteristics

Families and Communication

Families, Culture, Gender, and Technology

Summary: Friends, Lovers, and Families

Key Terms

Working With Friends, Lovers, and Families

Chapter 10: Working in Small Groups

10.1 Small Groups and Teams

The Small Group

The Team

Virtual Groups and Teams

Small Group Stages

Small Group Formats

Small Group Culture

Power in the Small Group

Table of Contents

10.2 Idea-Generation Groups

10.3 Personal Growth Groups

The Encounter Group

The Assertiveness Training Group

The Consciousness-Raising Group

The Intervention Group

10.4 Information-Sharing Groups

Educational or Learning Groups

Focus Groups

10.5 Problem-Solving Groups

The Problem-Solving Sequence

Problem-Solving Groups at Work

Summary: Small Group Communication

Key Terms

Working with Small Group Communication

Chapter 11: Group Interaction and Leadership

11.1 Members in Small Group Communication

Member Roles

Interaction Process Analysis

Member Functions and Skills

11.2 Leaders in Small Group Communication

Myths about Leadership

Approaches to Leadership

Functions and Skills of Leadership

11.3 Membership, Leadership, and Culture

Individualism and Collectivism

Member Roles

Belief Systems

Leadership Style

Summary: Members and Leaders

Key Terms

Working with Members and Leaders

Chapter 12: Organizational Communication

12.1 Organizations

The Importance of Organizational Communication

What is an Organization?

Characteristics of Organizations

12.2 Organizational Messages

Formal Communication

Table of Contents

Informal Organizational Communication: The Grapevine

Communication Channels in Organizations

Communication Networks

Information Overload

Information Isolation

Organizational Message Competence

12.3 Organizational Relationships

Sexual Harassment

Bullying

Romance in the Workplace

Mentoring

Networking

Organizational Relationship Competence

Summary: Human Communication in the Workplace

Key Terms

Working With Human Communication in the Workplace

Chapter 13: Dealing with Interpersonal Conflict

13.1 Interpersonal, Group, and Workplace Conflict

A Definition of Interpersonal Conflict

Online and Workplace Conflicts

Myths about Conflict

13.2 Principles of Conflict

Conflict Can Center on Content and Relationship Issues

Conflict Can Be Negative or Positive

Conflict Takes Place in a Context

Conflict Styles Have Consequences

13.3 Preliminaries to Conflict Management

Before the Conflict

After the Conflict

Influences on Your Choice of Conflict Strategies

The Stages of Conflict Management

13.4 Conflict Management Strategies

WinLose and WinWin Strategies

Avoidance and Active Fighting

Force and Talk

Blame and Empathy

Gunnysacking and Present Focus

Manipulation and Spontaneity

Personal Rejection and Acceptance

Fighting below and above the Belt

Face-Detracting and Face-Enhancing Strategies

Table of Contents

Aggressiveness and Argumentativeness

Summary: Interpersonal, Group, and Workplace Conflict

Key Terms

Working With Interpersonal, Group, and Workplace Conflict

Part Three: Public Speaking

Chapter 14: Public Speaking: Topics, Research, and Audience Analysis

14.1 Introducing Public Speaking

A Brief History

The Benefits of Public Speaking

14.2 Managing Your Apprehension

Step 1: Select Your Topic, Purposes, and Thesis

Your Topic

Finding Topics

Limiting Topics

Your Purposes

Your Thesis

Step 2: Analyze Your Audience

Analyzing the Sociology of the Audience

Analyzing the Psychology of the Audience

Analyzing and Adapting during the Speech

Step 3: Research Your Topic

Research Notes

Libraries and Bookstores

Interviewing for Information

Primary, Secondary, and Tertiary Source Material

Scholarly and Popular Journals

General Reference Works

News Sources

The Government

The Web

Evaluating Internet Resources

Integrating and Citing Research

Summary: Public Speaking Topics, Audiences, and Research

Key Terms

Working with Topics, Audiences, and Research

Chapter 15: Speech: Content Preparation

15.1 Step 4: Collect Supporting Materials

Examples, Illustrations, and Narratives

Analogies

Table of Contents

Definitions

Testimony

Numerical Data

Presentation Aids

Computer-Assisted Presentations

15.2 Step 5: Develop Your Main Points

15.3 Step 6: Organize Your Speech

Temporal Pattern

Spatial Pattern

Topical Pattern

ProblemSolution Pattern

CauseEffect/EffectCause Pattern

The Motivated Sequence

15.4 Step 7: Construct Your Introduction, Conclusion, and Transitions

Introduction

Conclusion

Transitions

Pitfalls in Introductions, Conclusions, and Transitions

15.5 Outlining Your Speech

Constructing the Outline

Sample Outlines

Summary: Supporting and Organizing Your Speech

Key Terms

Working with Support and Organization

Chapter 16: Delivering Effective Speeches

16.1 Step 8: Word Your Speech

Choosing Words

Phrasing Sentences

16.2 Step 9: Rehearse Your Speech

Rehearse the Speech as a Whole

Time the Speech

Approximate the Actual Speech Situation

See Yourself as a Speaker

Incorporate Changes and Make Delivery Notes

Rehearse Often

Undertake a Long-Term Delivery Improvement Program

16.3 Step 10: Present Your Speech

Methods of Presentation

Making Your Presentation More Effective

Voice

Table of Contents

Body Action

Handling Audience Questions

16.4 Speech Criticism

What is Criticism?

Culture and Criticism

Guidelines for Criticizing More Effectively

Summary: Style and Delivery in Public Speaking

Key Terms

Working with Style and Presentation in Public Speaking

Chapter 17: The Informative Speech: Principles and Types

17.1 Principles of Informative Speaking

Focus on Your Audience

Stress Relevance and Usefulness

Limit the Information

Adjust the Level of Complexity

Relate New Information to Old

Vary the Levels of Abstraction

Make Your Speech Easy to Remember

17.2 Speeches of Description

Thesis and Main Points

Support

Organization

17.3 Speeches of Definition

Thesis and Main Points

Support

Organization

17.4 Speeches of Demonstration

Thesis and Main Points

Support

Organization

Summary: The Informative Speech

Key Terms

Working with the Informative Speech

Chapter 18: The Persuasive Speech: Goals, Principles, and Strategies

18.1 Goals of Persuasive Speaking

18.2 The Three Persuasive Proofs

Logical Proof

Emotional Proof

Credibility Proof

18.3 Principles of Persuasive Speaking

Table of Contents

Motivate Your Listeners with Limited Choices

Focus on Your Audience

Identify with Your Audience

Secure a Yes Response

Anticipate Selective Exposure

Use Positive Labeling

Ask for Reasonable Amounts of Change

Provide Social Proof

18.4 Persuasive Speeches on Questions of Fact

Thesis and Main Points

Support

Organization

18.5 Persuasive Speeches on Questions of Value

Thesis and Main Points

Support

Organization

18.6 Persuasive Speeches on Questions of Policy

Thesis and Main Points

Support

Organization

Summary: The Persuasive Speech

Key Terms

Working with the Persuasive Speech

Appendix of Speeches: Public Speaking Sample Assistants

Glossary

References

Index

Credits