

Jennifer MacLennan  
**Interpersonal Communication for Canadians:  
An Interdisciplinary Approach**

Oxford University Press Canada, 2007 ISBN: 978-0-19-542102-6

*Contents*

Chapter 1: *Foundations of Communication*

- What is communication? .....
- Rhetorical foundations of communication.....
- The functions of communication .....
- Perception and communication.....
- How perceptions can be wrong.....
- How to improve your perceptual skills.....
- Chapter Summary .....
- Exercises and Assignments.....

Chapter 2: *Nine Axioms of Communication*

- Communication is an interaction between people. ....
- All communication involves an element of relation as well as content.....
- All communication involves an element of interpersonal risk. ....
- Communication takes place within a context .....
- Communication is the principal way we establish identity .....
- Communication is the main means of establishing cooperation and influence .....
- Effective communication is hearer-centred, not self-centred. ....
- Communication is frequently ambiguous .....
- Communication is pervasive: you cannot *not communicate* .....
- Chapter Summary .....
- Exercises and Assignments.....

Chapter 3 *Self and Others*

- What is the self?.....
- Self-concept and identity formation .....
- Where does your sense of self come from? .....
- Self-concept and communication.....
- Self and others .....
- Face, self-concept, and the Johari window .....
- Intimacy and self-disclosure .....
- Disclosure, face-risk, and betrayal.....
- Conclusions.....
- Exercises and Assignments.....

## Chapter 4 *Theoretical Dimensions of Interpersonal Communication*

- The nature of interpersonal relationships.....
- Social-scientific theories of interpersonal relationships .....
- Maslow's hierarchy of needs.....
- Schutz's interpersonal needs theory .....
- Banks' four basic wants.....
- Thibaut and Kelley's social exchange theory.....
- The life-cycle of interpersonal relationships .....
- Chapter Summary .....
- Exercises and Assignments.....

## Chapter 5 *Verbal Communication*

- Language as a system of symbols.....
- Language as an activity.....
- The power of abstraction .....
- Language and perception .....
- Language and meaning .....
- Characteristics of language.....
- The uses of language.....
- Language, culture, and gender.....
- How can I improve my verbal skill?.....
- Chapter Summary .....
- Exercises and Assignments.....

## Chapter 6: *Nonverbal Communication*

- What is nonverbal communication?.....
- Characteristics of nonverbal communication .....
- Types of nonverbal communication.....
- Appearance .....
- Face and eye contact.....
- Kinesics (movement, posture, and gesture) .....
- Proxemics (human use of space).....
- Paralanguage.....
- Chronemics (time) .....
- Touch .....
- Improving nonverbal acuity.....
- Improving nonverbal skill.....
- Exercises and Assignments.....

## Chapter 7: *Listening and Responding*

- Purposes of listening.....
- The challenges of listening .....
- Poor listening habits.....
- Components of listening .....
- Interpersonal listening responses .....

- Listening and advice-giving.....
- Chapter Summary .....
- Exercises and Assignments.....

### Chapter 8: *Managing Defensiveness and Interpersonal Conflict*

- What is defensiveness? .....
- Types of interpersonal conflict .....
- conflicts over fact.....
- conflicts over values .....
- conflicts over policy.....
- ego or face conflicts .....
- Making an effective apology .....
- Chapter Summary .....
- Exercises and Assignments.....

### Chapter 9: *Influence in Interpersonal Relations*

- What is persuasion? .....
- The foundation of persuasion: Aristotle’s enthymeme .....
- The trouble with people .....
- The psychology of influence.....
- reciprocity .....
- commitment .....
- scarcity .....
- liking .....
- authority .....
- social proof .....
- Chapter Summary .....
- Exercises and Assignments.....

### Chapter 10: *Leadership as Interpersonal Communication*

- Leadership as a skill of communication .....
- The traits of leadership .....
- Styles of leadership.....
- Mentoring as a form of leadership .....
- Communicating effectively in a leadership role .....
- Chapter Summary .....
- Exercises and Assignments.....

### Chapter 11: *Ethics in Interpersonal Communication*

- What is ethics? .....
- Some universal ethical principles .....
- A communication Code of Ethics .....
- Ethics in practice.....
- Chapter Summary .....
- Exercises and Assignments.....

Chapter 11: *Readings for Interpersonal Analysis*

- William Shakespeare, "Sonnet 73: That Time of Year . . . "
- Edwin Arlington Robinson, "Richard Cory"
- Paul Simon, "The Dangling Conversation"
- George Orwell, "Shooting An Elephant"
- Margaret Laurence, from *A Jest of God*
- Russell Baker, "Interpretations on a Tuffet"
- James T. Cook, Letter to Roger Ebert
- Jennifer MacLennan, "How to Tell a Good Professor from a Bad Professor"
- Rose DeShaw, "Guilt, Despair, and the Red Pottery Pig"
- Anonymous, "Mark C. Feels Caught in the Middle"
- Jennifer MacLennan, "A New Course Evaluation."
- Jarl Olson and Mike Lescarbeau, "Gluttony"
- Anonymous Maintenance Technician, "Geheime Reichssache"

Appendix A: *The Personal Icon Project*

- Building the Personal Icon
- Submitting the Icon
- Viewing and Recording Your Impressions
- Interpretation and Attribution of Meaning
- Confirmation and Challenge: The Reveal
- Conclusions