

Glossary

Chapter 1

- 1. Synchronous communication:** The instantaneous sending and receiving of messages, as occurs in face-to-face or some text-message interactions.
 - Example: A live video call or in-person conversation.
- 2. Channel:** The means by which a message moves from the source to the receiver of a message.
 - Example: A phone call, email, or written letter.
- 3. Code:** A systematic arrangement of symbols used to create meanings in the mind of another person or persons.
 - Example: Morse code or spoken language like English.
- 4. Communication:** The process of using messages to generate shared meaning.
 - Example: A teacher explaining a concept to students.
- 5. Communication competence:** The ability to effectively exchange meaning through a common system of symbols or behavior.
 - Example: Successfully resolving a conflict through active listening and appropriate language.
- 6. Context:** A recurring pattern of behaviors and actions that typically take place in similar settings.
 - Example: A business meeting or a family dinner.
- 7. Decoding:** The process of assigning meaning to the idea or thought in a code.
 - Example: Interpreting the meaning of a sarcastic tone in a message.
- 8. Dialogue:** The act of taking part in a conversation, discussion, or negotiation.
 - Example: Negotiating terms in a business deal.
- 9. Dyadic communication:** Two-person communication.
 - Example: A one-on-one interview.
- 10. Encoding:** The process of translating an idea or thought into a code.
 - Example: Writing a text message to explain an idea.
- 11. Ethics:** A set of moral principles or values.
 - Example: Avoiding plagiarism in academic writing.

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12. Feedback: The receiver's verbal and nonverbal response to the source's message.

- Example: Nodding in agreement during a conversation.

13. Interpersonal communication: The process of using messages to generate meaning between at least two people in a situation that allows mutual opportunities for both speaking and listening.

- Example: Discussing weekend plans with a friend.

14. Intrapersonal communication: The process of using messages to generate meaning within the self.

- Example: Reflecting on your goals in a journal.

15. Mass communication: The process of using messages to generate meanings in a mediated system, between a source and a large number of unseen receivers.

- Example: A news anchor delivering a broadcast.

16. Meaning: The intent of a message by the sender and the interpretation of a message by the receiver.

- Example: Understanding "stop" at a traffic sign.

17. Media convergence: The unification of separate channels of communication through new communication technology.

- Example: Watching live news on your smartphone via an app.

18. Message: The verbal and nonverbal form of the idea, thought, or feeling that one person (the source) wishes to communicate to another person or a group of people (the receivers).

- Example: A birthday card with a handwritten note.

19. Noise: Any interference in the encoding and decoding processes that reduces message clarity.

- Example: Background chatter during a phone call.

20. Nonverbal codes: Messages consisting of symbols that are not words, including nonword vocalizations.

- Example: A thumbs-up gesture or a frown.

21. Online communication: Use of the Internet, particularly social media and other networking resources, to carry out communication with others.

- Example: A group chat on WhatsApp

22. Polarization: The division of people into groups that have conflicting views, perspectives, or ideologies and very little common ground.

- Example: Strong political divides during an election campaign.

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23. Process: An activity, an exchange, or a set of behaviors that occurs over time.

- Example: Writing, editing, and publishing a book over time.

24. Public speaking: The process of using messages to generate meanings in a situation in which a single speaker transmits a message to a number of receivers.

- Example: Delivering a keynote address at a conference.

25. Receiver: A message target.

- Example: The audience at a play.

26. Situation: The location where communication takes place.

- Example: A job interview conducted in an office.

27. Small-group communication: Interaction among three to nine people working together to achieve an interdependent goal.

- Example: A brainstorming session with a project team.

28. Source: A message initiator.

- Example: A professor giving a lecture.

29. Synchronous communication: The instantaneous sending and receiving of messages, as occurs in face-to-face or some text-message interactions.

- Example: A real-time text chat during an online game.

30. Technological convergence: The consolidation of voice, data, video, audio, and other channels of communication through smartphones and other devices.

- Example: Using a smartphone for texting, video calls, and streaming movies.

31. Verbal codes: Symbols and their grammatical arrangement, such as languages.

- Example: Constructing sentences in Spanish to communicate.

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Chapter 2

1. **Active Perception:** Perception in which your mind selects, organizes, and interprets that which you sense.
 - Example: Noticing a friend's tone of voice during a conversation and interpreting it as concern.
2. **Symbolic Interactionism:** The process in which the self develops through the messages and feedback received from others.
 - Example: A student feels more confident after receiving positive feedback from their teacher.
3. **Subjective Perception:** Your uniquely constructed meaning attributed to sensed stimuli.
 - Example: Two people watching the same movie but having different opinions about its ending.
4. **Stereotyping:** Making a hasty generalization about a group based on a judgment about an individual from that group.
 - Example: Assuming someone is unfriendly because of their profession.
5. **Similarity:** The idea that our friends and loved ones are usually people who like or dislike the same things we do.
 - Example: Making friends with coworkers who share your hobby of hiking.
6. **Selective Retention:** The tendency to better remember the things that reinforce your beliefs than those that oppose them.
 - Example: Remembering only the facts in a debate that support your side.
7. **Selective Perception:** The tendency to see, hear, and believe only what you want to see, hear, and believe.
 - Example: Watching a news report and only focusing on the part that supports your opinion.
8. **Selective Exposure:** The tendency to expose yourself to information that reinforces, rather than contradicts, your beliefs or opinions.
 - Example: Following social media accounts that align with your political views.
9. **Selective Attention:** The tendency, when you expose yourself to information and ideas, to focus on certain cues and ignore others.
 - Example: Listening to a lecture and focusing only on topics that interest you.
10. **Role:** The part you play in various social contexts.
 - Example: Acting as a mediator during family disputes.
11. **Proximity:** The location, distance, or range between persons and things; the principle that objects physically close to each other will be perceived as a unit or group.
 - Example: Assuming people standing close together in a photo are friends.

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12. **Prejudice:** An unfavorable predisposition about an individual because of that person's membership in a stereotyped group.
- Example: Avoiding someone based on assumptions about their culture.
13. **Personal Identity:** Perception of what makes an individual unique with regard to various personality characteristics, interests, and values.
- Example: Identifying yourself as creative because you enjoy painting.
14. **Perceptual Constancy:** The idea that your past experiences lead you to see the world in a way that is difficult to change; your initial perceptions persist.
- Example: Believing a specific restaurant has bad service even after improvements.
15. **Perception Checking:** A process of describing, interpreting, and verifying that helps us understand another person and their message more accurately.
- Example: Asking a friend if they are upset after noticing their short replies.
16. **Perception:** The use of the senses to process information about the external environment.
- Example: Hearing a bird chirping and identifying its location.
17. **Out-Group:** A group of people excluded from another group with higher status; a group marginalized by the dominant culture.
- Example: Feeling excluded from a conversation about a hobby you don't share.
18. **Organization:** The grouping of stimuli into meaningful units or wholes.
- Example: Sorting emails into folders by topic.
19. **Mental Health:** Our emotional, psychological, and social well-being that affects how we think, feel, and act.
- Example: Practicing mindfulness to reduce stress.
20. **Interpretive Perception:** Perception that involves a blend of internal states and external stimuli.
- Example: Interpreting someone's facial expression as anger based on your mood.
21. **Intergroup Perspective:** The theory that emphasizes the ways in which people in a social interaction identify and categorize themselves or others in terms of group membership and how these categorizations shape perceptions and interactions with others.
- Example: A sports fan feeling a connection with others supporting the same team.
22. **In-Group:** A group that people belong to that gives them a source of pride, self-esteem, and sense of belonging to a social world.
- Example: Feeling a sense of pride when your cultural group achieves recognition.
23. **Impression Management:** Sharing personal details in order to present an idealized self.
- Example: Highlighting your achievements during a job interview.

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24. **Ground:** The background against which your focused attention occurs.

- Example: Ignoring background noise while listening to a podcast.

25. **Gender Identity:** How you feel about and express your gender.

- Example: Choosing to wear clothing that aligns with your sense of self.

26. **Closure:** The tendency to fill in missing information in order to complete an otherwise incomplete figure or statement.

- Example: Finishing someone's sentence when they pause.

27. **Figure:** The focal point of your attention.

- Example: Noticing the lead singer at a concert while ignoring the rest of the band.

28. **First Impression:** An initial opinion about people upon meeting them.

- Example: Judging someone as friendly because they smiled during your introduction.

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Chapter 3

1. **Abstract Language:** Vague, general, and open to interpretation. Lacking specific and concrete references.
2. **Ageist Language:** Language that expresses prejudice or stereotypes towards people based on their age, often negatively portraying older individuals.
3. **Ambivert:** A person who exhibits characteristics of both introversion and extroversion.
4. **Cliché:** An overused phrase or expression that has lost its original meaning and impact.
5. **Concrete Language:** Specific, clear, and descriptive words that refer to tangible and observable things.
6. **Connotative Meaning:** The implied, emotional or personal associations of a word or phrase.
7. **Culture:** The socially transmitted behaviour, beliefs, and attitudes that are passed from one generation to another within a community.
8. **Dating:** The use of language to identify when an observation or judgement was formed, and allowing communicators to identify changes in context over time.
9. **Decode:** The process of receiving a message and interpreting its meaning through the use of personal filters.
10. **Denotative Meaning:** The literal, dictionary definition of a word or phrase.
11. **Descriptiveness:** The practice of describing observed behaviour or phenomena in a clear and non-judgmental way, rather than offering personal reactions or judgements.
12. **Encode:** The process of translating thoughts or ideas into verbal or nonverbal symbols that can be communicated to others.
13. **Euphemism:** A mild or indirect word or expression substituted for one considered to be too harsh, blunt or offensive.
14. **Food Desert:** Areas where people have limited access to affordable and nutritious fresh food.
15. **Gender-Biased Language:** Language that privileges one gender over another or reflects prejudice and/or stereotypes based on gender.
16. **Grammatical Errors:** Deviations from standard rules of language concerning syntax and sentence structure.
17. **Heterosexist Language:** Language that implies that everyone is heterosexual, or expresses prejudice towards people who are not heterosexual.
18. **Indexing:** The practice of recognizing the unique individual differences within categories of objects, events, or people, avoiding the use of generalisations.
19. **Jargon:** Special words or expressions used by a particular profession or group that can make it difficult for people outside the group to understand.
20. **Language:** A collection of symbols, letters, or words with meanings that are governed by rules and used to communicate ideas.
21. **Paraphrasing:** Restating another person's message in your own words to clarify understanding.

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- 22. **Pragmatics:** The study of how context influences the meaning of language and communication.
- 23. **Racist Language:** Language that expresses prejudice or stereotypes towards people is changing based on their race or ethnicity, or a group of people based on race.
- 24. **Regionalism:** Words or phrases that are specific to a particular geographic region.
- 25. **Sapir-Whorf Hypothesis:** The theory that a person's perception of reality is shaped by the structure of the language they speak, and the thought processes used to understand the world.
- 26. **Semantics:** The study of meaning in language, focusing on individual words and their meaning.
- 27. **Slang:** Informal words or phrases that are typically used within a particular social group and are usually considered non-standard.
- 28. **Syntax:** The way words are arranged in a sentence according to grammatical rules.

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Chapter 4

1. **Adaptors:** Nonverbal behaviours that involve unconscious touching or manipulations of the body or objects.
2. **Affect Displays:** Nonverbal behaviours that communicate emotions through facial expressions or body language.
3. **Chronemics:** The study of how people perceive, structure, and use time in communication.
4. **Emblems:** Nonverbal gestures that directly translate to words or phrases and are understood by people from the same culture.
5. **Illustrators:** Nonverbal behaviours that complement or reinforce verbal messages.
6. **Kinesics:** The study of bodily movements such as posture, gestures, and facial expressions.
7. **Monochronic:** A time orientation that values schedules, punctuality, and completing one task at a time.
8. **Nonverbal Communication:** The process of using messages other than words to create meaning.
9. **Physical Attractiveness:** The perceived desirability of another person's outward physical appearance.
10. **Polychronic:** A time orientation that values relationships, flexibility, and multitasking.
11. **Proxemics:** The study of how people use space and their perceptions of territory.
12. **Regulators:** Nonverbal behaviours that control the flow or pace of communication.
13. **Tactile Communication:** The use of touch to convey messages in interpersonal interactions.
14. **Territoriality:** The need to establish and maintain certain spaces as one's own.
15. **Verbal Communication:** The use of words to convey messages.

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Chapter 5

1. **Nonverbal Codes:** Communication behaviors that do not rely on written or spoken words, such as facial expressions, gestures, and body posture.
2. **Ambiguity of Nonverbal Codes:** The fact that nonverbal signals can have multiple interpretations or be open to multiple meanings, leading to the potential for miscommunication.
3. **Feedback:** Responses from listeners that communicate how they are receiving and interpreting the speaker's message.
4. **Monochronic Culture:** A culture that values time and schedules, often focusing on doing one thing at a time and adhering to a linear schedule.
5. **Hearing:** The physical act of perceiving sound waves through the ears.
6. **Listening:** An active and conscious process involving receiving, attending to, interpreting, and responding to verbal and nonverbal messages.
7. **Active Listening:** Purposeful listening that involves conscious engagement with a speaker and a message and includes techniques such as paraphrasing and feedback.
8. **Noise:** Barriers to effective listening, including physical, mental, factual, semantic, and other distractions that impair concentration.
9. **Schemas:** Mental structures that help to organise and make sense of new information, often stored in long-term memory as interconnected webs of ideas.
10. **Working Memory:** A temporary, active memory system used to interpret and assign meaning to things that have been heard.
11. **Long-Term Memory:** A permanent storage for information, where previous experiences, language knowledge, and values are kept.
12. **Selective Attention:** The process of consciously focusing on certain stimuli while ignoring others.
13. **Critical Listening:** The process of critically analysing the speaker, the content, and the situation to determine the validity and meaningfulness of what is being said.
14. **Source Credibility:** The extent to which a speaker is perceived as competent and trustworthy.
15. **Toulmin's Argument Model:** A diagram that outlines how an argument is built around data, claims, and warrants.
16. **Data (Toulmin):** The facts or evidence on which a claim is based.
17. **Claim (Toulmin):** The point or argument that the speaker is trying to convey.
18. **Warrant (Toulmin):** The explanation or reasoning behind the connection between the data and the claim.
19. **Metacognition:** A conscious awareness of the strategies used in cognitive processes, like learning or listening, and the mental strategies applied to those processes.