

Study Guide Exam 1
 Chapters 1-3,5,8

Chapter 1	Chapter 5
Axioms of unrepeatable, inevitable and irreversible (2)	Active Listening (2)
Context	Back-channeling
Noise	Empathy
Interpersonal Communication	Stages of Listening
Interpersonal Competence	
Chapter 2	Chapter 8
Collectivist	Stages of Conversation (2)
Culture	Excuses
Ethnocentrism	Scream for Anger Management
Feminine and masculine culture	Powerless Speech
Improving cultural relations	Definition of Conversation
Chapter 3	
Communication Apprehension- Dating	
Comm. Apprehension -confiding illness	
Four selves of Johari Window	
Increasing self esteem	
Self Concept	
Self Disclosure	