

45. (Azar).


49. (Schrof & Schultz, p. 50).

50. Daly et al. In addition, see www.jamescmccroskey.com


53. Based on an unpublished investigation of speech reticence conducted by Doug Pederson, Pennsylvania State University, 1971.

54. (See Daly et al.).

55. (Richmond & McCroskey).

56. (Richmond & McCroskey).

57. (Richmond & McCroskey).


59. (Azar, Shy people.).

60. Results have been documented by Dr. Roy Berko, crisis counselor, while working with communicative apprehensive clients in “Overcoming Shyness and Communication Anxiety” workshops.


62. (Casriel, 2007).

63. (Richmond and McCroskey, pp. 97–101).

64. (Richmond and McCroskey, p. 36).

65. (Richmond and McCroskey, p. 49).

66. (Schrof & Schultz, p. 54).

67. (Schrof & Schultz, p. 54). See also Raghunathan, A. (1999, May 18). Drug firms work on treatment for extreme forms of shyness. Cleveland Plain Dealer, 8A. Paxil was the first selective serotonin reuptake inhibitor to win approval by the Food and Drug Administration for treatment of debilitating shyness. In addition, the drugs Zoloft and Prozac may be of some value.


70. (Ting-Toomey & Chung, 2005).

71. (Ting-Toomey & Chung, 2005).

72. (Ting-Toomey & Chung, 2005, p. 70).

73. (Ting-Toomey & Chung, 2005, p. 70).

74. (Cooper, Calloway-Thomas, & Simonds, p. 98).

75. (Ting-Toomey and Chung, p. 169).


This page intentionally left blank
After reading this chapter, you should be able to

- Illustrate how self-disclosure plays a role in both self-understanding and understanding of another person
- Explain the roles of trust, approval seeking, emotions, and power as they relate to interpersonal communication
- Compare and contrast the similarities and differences in the communication of males and females and their potential effects on interpersonal communication
- Analyze the role of sexual harassment in the workplace
- Describe the role of bullying as a verbal and nonverbal communication weapon
- Define what relationships are and demonstrate how they develop, continue, and end
- Evaluate the causes of relational conflict
- Explain the role of, positive and negative aspects of, and how to be a better online electronically mediated communicator
The concept of interpersonal communication developed in the early 1950s.¹

As a result of research on the subject, the field of speech expanded from study focused on public speaking into the broader field of communication, encompassing such areas as self-disclosure, approval seeking, relational communication, family communication, small-group communication, nonverbal communication, conversational communication, intercultural communication, organizational communication, and conflict resolution.²

The term *interpersonal communication* can be defined as “communication that is based on communicators’ recognition of each other’s uniqueness and the development of messages that reflect that recognition.”³ It also can be described as an interactional process in which two people send and receive messages. Two primary themes underlie this process: communication necessitates give and take, and communication involves relationships and information.

Because there can be no interpersonal communication unless the communicators give and take information, the basis for interpersonal transactions is the sending and receiving of messages in such a way that they are successfully encoded and decoded. The more experiences the communicators have in common and the more openness they have between them, the more likely it is that their communication will be successful.

Our interpersonal relationships bring together the most important people, roles, contexts, and energies we experience. Interpersonal communication functions to combat loneliness, shape self-concepts, confirm experiences, renew personal and intrapersonal growth, and aid us in understanding who we are and how we relate to others.

Having good interpersonal relationships at work increases a person’s commitment to the job.⁴ On the personal level, family and relational communication is dependent on your being a competent interpersonal communicator. Interpersonal communication is at the core of collegiate success. Your interpersonal abilities can affect your academic success, relational rapport, and social connectedness.

---

**Basic Concepts of Interpersonal Communication**

As you read about interpersonal communication, keep these basic concepts in mind:

- **Communication takes place within a system.** As we enter into communicative relationships with others, we set a pattern by which we will interact. For example, in a family, there are flow patterns of message sending and receiving: who speaks to whom, who controls the interactions, who has the power to praise and punish. If you examine any relationship you are in, you will recognize communication.

  A change in the system results in a change of the communication. If someone in the system changes roles (e.g., a teenager leaves for college) or outside factors change the communication patterns (e.g., a grandparent moves in), that changes the system.

  There may be resistance to changing the system because this may also shift the power structure. If your supervisor, spouse, lover, or friend likes being in control, and you are proposing a change, problems may arise. At the other extreme, there also may be situations in which the system requires adjustment so that a person is forced to assume responsibility after having been dependent on someone else. The communication system remains unchanged as long as the status quo is maintained.