

Terms	
Communication	the process of creating meaning through symbolic interaction
Symbols	represent people, things, ideas, and events
Linear communication	Sender encodes a message that is conveyed to a receiver, who decodes it
noise	any force that interferes with the accurate reception of the message (external, physiological, psychological)
Channel	method a message is conveyed between people
Media	intervening mechanisms
environments	fields of experience that influence how they interpret others' behavior
Transactional communication	people send a receive messages simultaneously
feedback	communicator's response to another's message
Intrapersonal communication	communicating with oneself (inner voice)
dyadic communication/interpersonal communication	two people interacting (in person or through mediated channels)
Small group communication	each person can participate actively with other members
organized communication	larger collections of people work collectively to achieve goals
Public communication	Unequal amount of speaking among the members
Mass communication	messages transmitted to large, widespread audiences (via electronic or print media)
communication competence	achieving one's goals in a manner that, ideally, maintains or enhances the relationship in which it occurs
Cognitive complexity	ability to understand issues from a variety of perspectives
self monitoring	paying close attention to one's own behavior and using these observations to make effective choices.
Self concept	a set of largely stable perceptions individuals have of themselves
self esteem	evaluation of self worth
personality	characteristic ways you think and behave across a variety of situations
reflected appraisal	the influence of others on one's self concept
social comparison	evaluating yourself in comparison to others
self fulfilling prophecy	occurs when a person's expectation of an outcome and subsequent behavior makes the outcome more likely to occur



By **tamar1493**

cheatography.com/tamar1493/

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Terms (cont)	
Perception	the way people regard others and the world around them
selection	paying attention to some stimuli while ignoring others
organization	arranging information to make meaning of it
Interpretation	making the information make sense
stereotypes	oversimplified or inaccurate ideas tied to social categorization
sex	biological category
gender	a socially constructed set of expectations
gender matrix	recognizes gender as a multidimensional collection of qualities
implicit bias	unconsciously held associations about a social group
narratives	stories people create to make sense of the world
attribution	the process of attaching meaning to behavior
Self serving bias	When others suffer- blame their personal qualities. When we suffer-find explanations outside of ourselves
Negativity bias	focus more on negative impressions than on positive ones
Horns effect	perceiving others in an unfairly negative light on the basis of a single negative trait or experience
Empathy	the ability to imagine another person's perspective
Sympathy	compassion for another's predicament
Perception checking	structure way to boost understanding and empathy and minimize defensiveness and show respect
Emotional intelligence	the ability to understand and manage your own emotions and deal effectively with the emotions of others
Identity management	communication strategies meant to influence how others view us
perceived self	reflection of self concept (not public self)
Presenting self	public image- way you want to appear to others
face	presenting self
facework	verbal and nonverbal ways people maintain their own presenting image and image of others
frame stitching	adopting different perspectives based on the cultures and situations in which you find yourself
scripts	habitual behaviors people have developed overtime



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Terms (cont)

high self monitors	pay close attention to their own behavior and to others' reactions, adjusting their communication to create the desired impression
low self monitors	express what they are thinking and feeling without much attention to the impression their behavior creates
Jargon	Specialized vocabulary that functions as a linguistic shorthand for ppl with common backgrounds
Euphemism	a mild or indirect term substituted for a more direct but potentially less pleasant one
Overly Abstract language	speech that refers to events or objects only vaguely
Behavioral descriptions	1. Who is involved 2. in what circumstances does the behavior occur 3. What behaviors are involved

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