Chapter 1

* Communication models
  + Linear
  + Interaction
  + Competent
    - Feedback
    - Noise
    - Encode
    - Decode
* Communication defined

Chapter 2

* Self-concept
* Self-esteem
* Self-efficacy
* Self-disclosure
* Self-fulfilling prophecy
* Social Comparison Theory

Chapter 3

* Culture
* Co-culture
* High Context Culture
* Low Context Culture
* Collectivist
* Individualist
* Ethnocentrism
* Monochronistic
* Polychoronistic
* Ingroup; Outgroup
* Social Identity Theory

Chapter 4

* Verbal Communication
* Communication competencies
* Slang
* Semantics
* Code Switching
* Abstraction
* Qualifiers, hedgers, disclaimers
* Linguistic Relativity

Chapter 5

* Nonverbal communication
* Kinesics
* Oculesics
* Chronemics
* Proxemics
* Haptics
* Artifact

Chapter 6

* Listening vs. Hearing
* Listening Barriers
* Listening and Communication Apprehension
* Selective Listening
* Pseudo listening
* 5 stages of listening
  + Attending
  + Selecting
  + Understanding
  + Remembering
  + Responding.
* Active vs. Passive listening
* Personal listening preferences
  + People-oriented
  + Action-oriented
  + Content-oriented
  + Time-oriented
* Goals for listening
  + Informational
  + Critical
  + Empathetic
  + Appreciative

Chapter 7

* Interpersonal Relationships
* Function of Relationships
* Managing relationship dynamics
* Relationship stages
* Social Penetration Theory

Chapter 8

* Costs and Rewards
* Productive Conflict
* Conflict triggers
* Escapist
* Challenging
* Cooperation
* Debate and Argue
* Power, attitude, climate, culture

Chapters 9 and 10

* Characteristics of Groups
* Factors affecting communication
* Leadership styles and competencies
* Gender and leadership