

Exploring Emotion and Communication

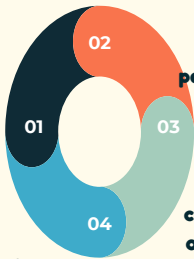
Interpersonal Communication and Language

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Introduction

Communication is use of symbols to represent ideas so ideas can be shared

Interpersonal communication connects people and creates personal bonds



Interpersonal communication is personal & considers unique qualities

Interpersonal communication can occur between two or more people

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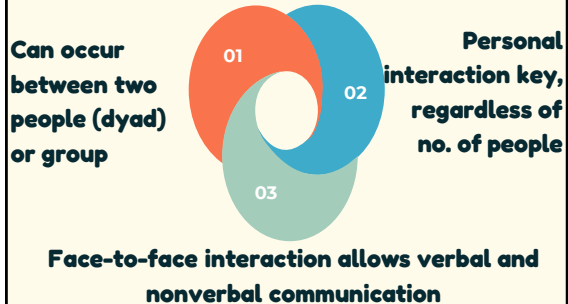
Interpersonal Communication

- Occurs between people and creates personal bonds
- Actions of one affect and reflect actions of another
- Personal qualities of individuals matter



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Dyadic Interpersonal Communication



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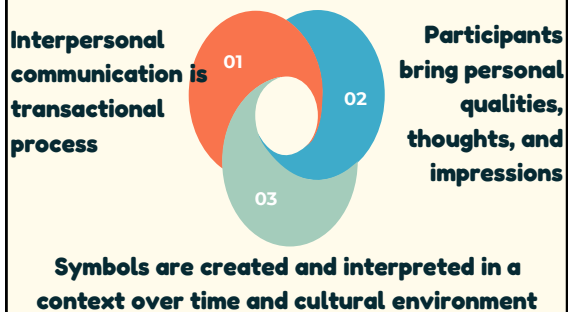
Tools for Interpersonal Communication

- 01 Personal interaction, regardless of medium
- 02 Can occur through various tools
- 03 Face-to-face, phone calls, text messages, chat rooms, etc.



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Transactional Model of Communication



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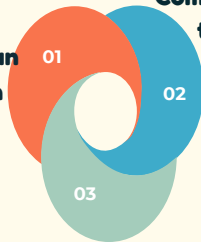
Characteristics of Interpersonal Communication

- **Continuous exchange of messages**
- **Dynamic process with changing meanings over time**
- **Consequential with deliberate or unintentional outcomes**
- **Irreversible and imperfect**

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Language

Language is fundamental aspect of human communication



Computers struggle to match human communication skills

Verbal communication sets us apart from other animals

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Language Is Abstract



- Words represent objects, people, ideas
- Language creates images in our minds
- Abstract language can be less precise, while concrete language is specific

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The Power of Concrete Language

- 01 **Makes speakers appear more expert and trustworthy**
- 02 **Helps avoid miscommunication**
- 03 **People pay more attention to persuasive messages that use concrete language**



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Language Is Arbitrary



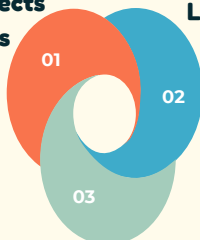
- Language is not inherently linked to the objects or ideas it represents
- Words have ambiguous meanings and can be interpreted differently
- Different meanings of words can vary based on background and experiences

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Language and Culture

Language reflects cultural values and norms

Language adapts to changing cultural developments



Language influences how people perceive the world

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Linguistic Relativity



- Different languages create cultural differences in conceptions of reality
- Language affects how we organize & evaluate perception
- Chinese speakers use category information more than English speakers

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Language Is Consequential

- 01 **Labels can have significant consequences for individuals and groups**
- 02 **Language highlights certain aspects of reality and neglects others**
- 03 **Totalising occurs when language simplifies real-life experiences**

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Language Rules

Our knowledge of language rules shapes how we create and understand verbal messages

Driving a car and language both rely on rules to avoid accidents and miscommunication



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Syntactic Rules

- Syntactic rules determine structure of words and sentences in a message
- Correct word order crucial for understanding
- Word order also affects meaning of words

• I put my clothes the washer in dinner after

• Vs.

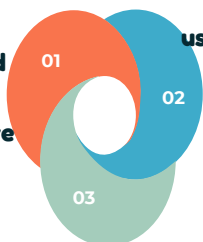
• I put my clothes in the washer after dinner



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Semantic Rules

Semantic rules govern use of language based on denotative and connotative meanings



Words must be used consistently with their meanings

Connotative meanings can influence how language is used and understood

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Pragmatic Rules

- Determine appropriate speech acts in specific circumstances
- Different relationships involve different types of speech acts
- Pragmatic rules help interpret the meaning of messages

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Cooperative Principle

Assumes people work together to advance a conversation (Grice, 1957, 1975)

Maxims help us make inferences and understand messages

Maxims dictate rules for good behavior in conversations



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Maxims of Conversation

- Maxim of quantity: provide enough information without too much or too little
- Maxim of quality: assume truthfulness and find meaningful interpretations
- Maxim of relevance: contribute pertinent information
- Maxim of manner: be clear, concise, and organized



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Challenges of Verbal Communication

Misunderstandings can occur when rules violated



Interpreting verbal cues requires inference and understanding

Unintended inferences can lead to miscommunication

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