| **Foundations (Chapter 1)** | Dyadic primacy  
|                           | Dyadic coalition  
|                           | Dyadic consciousness  
|                           | Source-Receiver  
|                           | Encoding-Decoding  
|                           | Messages  
|                           | Feedforward messages  
|                           | Feedback messages  
|                           | Channel  
|                           | Noise  
|                           | Context  
| **Culture (Chapter 2)** | Culture  
|                           | Enculturation  
|                           | Acculturation  
|                           | Power distances  
|                           | Masculine/Feminine cultures  
|                           | Individualist/Collectivist cultures  
|                           | High-/Low-ambiguity-tolerant cultures  
|                           | High-/Low-context cultures  
|                           | Uncertainty reduction theory  
|                           | Stereotypes  
|                           | Ethnocentrism  
|                           | Culture shock  
| **Self (Chapter 3)** | Self-concept  
|                           | Looking-glass self  
|                           | Self-awareness  
|                           | Self-esteem  
|                           | Self-destructive beliefs  
|                           | Affirmation  
|                           | Nourishing people  
|                           | Noxious people  
|                           | Self-disclosure  
|                           | Johari window  
| **Perception (Chapter 3)** | Selective perception: selective attention/exposure  
|                           | Proximity/Similarity/Contrast  
|                           | Schemata/Scripts  
|                           | Cognitive tags  
|                           | Self-fulfilling prophecy  
|                           | Pygmalion effect  
|                           | Implicit personality theory: halo effect/reverse halo effect  
|                           | Perceptual accentuation: Polyanna effect  
|                           | Primacy-Recency  
|                           | Consistency  
|                           | Attribution errors: self-serving bias/fundamental attribution error/overattribution |
| Listening (Chapter 6) | Repetition  
Mnemonic devices  
Back-channeling cues |
|---------------------|------------------|
| Verbal Communication (Chapter 4) | Interaction of verbal and nonverbal messages: accent/complement/contradict/repeat/control/substitute  
Denotation/Connotation  
Criticism/Praise  
Racism/Heterosexism/Ageism/Sexism  
Passiveness/Agressiveness/Assertiveness/Passive-Agressiveness  
Intensional/Extensional orientation  
Allness  
Fact-inference confusion  
Pragmatic implication  
Indiscrimination  
Polarization  
Static evaluation |
| Nonverbal Communication (Chapter 5) | Kinesics: emblems/illustrators/affect displays/regulators/adaptors (self-adaptors/alter-adaptors/object-adaptors)  
Facial management techniques: intensifying/deintensifying/neutralizing/masking/simulating  
Eye communication: visual dominance behavior/civil inattention  
Pupillometrics  
Haptics  
Paralanguage: vocalizations/vocal segregates  
Silence  
Proxemics: intimate distance/personal distance/social distance/public distance  
Theories about space: protection/equilibrium/expectancy violations  
Types of territory: primary/secondary/public  
Home field advantage  
Markers: central/boundary/ear  
Territorial encroachment  
Artifactual communication: space decoration/color/clothing and body adornment/olfactics  
Psychological time (orientation): past orientation/present orientation/future orientation |
| Conversational Messages (Chapter 8) | Conversation stages: opening/feedforward/business/feedback/closing  
Initiating conversations: self-references/other-references/relational references/context references  
Opening lines: cute-flippant/innocuous/direct  
Principle of cooperation: quality/quantity/relevancy or relation/manner/morality/politeness maxims  
Speaker cues: turn-maintaining cues/turn-yielding cues  
Listener cues: turn-requesting cues/turn-denying cues/back-channeling cues/interruptions  
Preventing conversational problems: hedging/credentialing/sin license/cognitive disclaimer/suspension of judgment  
Excuses: I didn’t do it/it wasn’t so bad/yes, but  
Best excuses  
Gossip/Grapevine |
| Relationship (Chapter 9) | Contact: perceptual contact/interactional contact  
| Involvement tests: directness/indirect suggestion/public presentation/separation/third party  
| Intimacy stages: interpersonal commitment/social bonding  
| Social penetration theory: breadth/depth  
| Deterioration: intrapersonal dissatisfaction/interpersonal deterioration  
| Reversal hypothesis  
| Repair: intrapersonal repair/interpersonal repair  
| Dissolution: interpersonal separation/social/public separation  
| Relationship dialectics theory  
| Attraction theory: attractiveness (physical attraction/personality or behavior attraction)/proximity (mere exposure theory/similarity (matching hypothesis/complementarity)  
| Social exchange theory (comparison level/comparison level for alternatives)  
| Equity (fairness) theory  
| Causes of deterioration: beliefs about relationships/excessive intimacy claims/third-party relationships/relationship changes/undefined expectations/sex-related problems/work-related problems/financial difficulties  
| Relationship repair: interpersonal/intrapersonal  
| Strategies of disengagement: positive tone/negative identity management/justification/behavioral de-escalation  
| Friendship, Love, Family, & Workplace (Chapter 10) | Friendship types: reciprocity/receptivity/association  
| Qualities you seek in friends: utility/affirmation/ego-support/stimulation/security  
| Friendship and communication: acquaintances/casual friends/close and intimate friendship  
| Types of love: eros/ludus/storge or familial/pragm/mania/agape  
| Family types: traditional/independent/separates  
| Four communication patterns: equality pattern/balanced split pattern/monopoly pattern/unbalanced split pattern  
| Workplace relationships: romantic/mentoring/networking  
| Conflict (Chapter 11) | Content and/or relationship issues  
| Five styles of conflict: competing/avoiding/accommodating/collaborating/compromising  
| Gunysacking  
| Silencers  
| Beltlining  
| Verbal aggressiveness/argumentativeness  
| Power (Chapter 12) | Principles of power: not spread equally/can be increased or decreased/follows the principle of less interest/impacted by culture/often used unfairly  
| Sexual harassment: Quid Pro Quo/hostile environment  
| Power plays: nobody upstairs/you owe me/you got to be kidding  
| Types of power: referent/legitimate/expert/information or persuasion/reward/coercive power |