

Name: \_\_\_\_\_ Date: \_\_\_\_\_

## Chapters 3, 4, 5 and 6 Key Terms (Communication)

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| 1. The process whereby we assign meaning to the world around us.   | A. Self - talk             |
| 2. Categorizing individuals according to a set of characteristics assumed to belong to all members of a group.                 | B. Culture                 |
| 3. The attitude that one's own culture is superior to others.  | C. Complementing           |
| 4. The ability to project oneself into another person's point of view so as to experience the other's thoughts and feelings.   | D. Paraphrasing            |
| 5. Compassion for another's situation.   | E. Reflecting              |
| 6. The process of thinking. On some level, self-talk occurs as a person interprets another's behaviour.                        | F. Ethnocentrism           |
| 7. Messages expressed by other than linguistic means.  | G. Repeating               |
| 8. Nonverbal behaviours that duplicate the content of a verbal message.  | H. Microexpression         |
| 9. Nonverbal behaviour that reinforces a verbal message.   | I. Stereotyping            |
| 10. Nonverbal behaviour that takes the place of a verbal message.  | J. Acknowledging           |
| 11. Nonverbal behaviour that is inconsistent with a verbal message.  | K. Nonverbal communication |
| 12. Situations in which a person's words are incongruent with his or her nonverbal behaviour.                                  | L. Posture                 |
| 13. How people carry themselves  | M. Gestures                |
| 14. Motions of the body, usually the arms, that have communicative value   | N. Contradicting           |
| 15. Deliberate nonverbal behaviours with precise meanings known to virtually all members of a cultural group                   | O. Substituting            |
| 16. Brief facial expression  | P. Inference               |
| 17. Learned and shared beliefs, values and life ways of a particular group that are generally transmitted inter-generationally | Q. Mixed message           |
| 18. attempts to show the clients the importance of his or her own ideas, feelings and interpretations                          | R. Selection               |
| 19. recognition given to a client for contribution to an interaction   | S. Emblems                 |

- 20. T. Perception
- 21. U. Empathy
- 22. V. Sympathy