
Key Terms:

Chapter 1

Communication as Action: the act of sending messages – whether or not they were received

Communication as Interaction: an exchange of information between two (or more) individuals

Communications as Transaction: the construction of shared meanings or understandings between two (or more) individuals

Constitute: create or bring to existence

Constitutive Approach to Communication: communication can create or bring into existence something that has not been there before, such as agreement, contract, or an identity.

Frames: basic forms of knowledge that provide a definition of a scenario, either because both people agree on the nature of the situation or because the cultural assumptions built into the interaction and the previous rational context to talk give them a clue.

Meaning: what a symbol represents

Presentation: one person's particular version of, or "take" on, the facts or events (e.g., an opinion)

Representation: describes facts or conveys information (e.g., a fact)

Sign: a consequence or indicator of something specific, which cannot be changed by arbitrary actions or labels (e.g., "wet streets are a sign of rain")

Symbol: an arbitrary representation of ideas, objects, people, relationships, cultures, genders, races, etc.

Chapter 2

Accommodation: when people change their accent, their rate of speech, and even the words they use to indicate a rational connection with the person to whom they are talking

Accounts: forms of communication that go beyond the facts and offer justifications, excuses, exonerations, explanations, or accusations.

Burke's Pentad: five elements common to all stories and situations: scene, agent, act, agency, and purpose

Connotative Meaning: the overtones, implications, or additional meanings associated with a word or an object

Convergence: a person moves toward the style of talk used by the other speaker

Conversational Hypertext: coded messages within the conversation that an informed listener will effortlessly understand

Denotation Meaning: the identification of something by pointing it out (ex: "that's a cat")

Devil Terms: powerfully evocative terms viewed negatively in a society

Divergence: a talker moves away from another's style of speech to make a relational point, such as establishing dislike or superiority

Essential Function of Talk: a function of talk that makes the relationship real and talks it into being, often by using coupling references or making assumptions that the relationship exists

Facework: the management of people's dignity or self-respect, known as "face"

God Terms: powerfully evocative terms that are viewed positively in a society

High Code: a formal, grammatical, and very correct – often "official" – way of talking

Immediacy: linguistic inclusion (ex: "Let's...", "we," "us")

Indexical Function of Talk: demonstrates or indicates the nature of the relationship between speakers

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Instrumental Function of Talk: when what is said brings about a goal that you have in mind for the relationship, and talk is the means or instrument by which it is accomplished (ex: asking someone on a date or to come with you to a party)

Intentionality: a basic assumption in communication studies that messages indicate somebody's intentions or that they are produced intentionally or in a way that gives insight, at the very least, into the sender's mental process

Langue: the formal grammatical structure of language

Low Code: an informal and often ungrammatical way of talking

Naming: distinguishing items from other items for which people also have (different) words

Narrative: an organized story, report, or talk that has a plot, an argument, or a theme and in which speakers either relate facts and arrange the story in a way that provides an account, an explanation, or a conclusion

Negative Face Wants: the desire not to be imposed upon or treated as inferior

Parole: how people actually use language: where they often speak using kinds of informal and ungrammatical language structure that carry meaning to us all the same

Polysemy: multiple meanings for the same word or symbol

Positive Face Wants: the need to be seen and accepted as a worthwhile and reasonable person

Sapir/Whorf Hypothesis: the idea that it is the names of objects and ideas that make verbal distinctions and help you make conceptual distinctions rather than the other way around