

LOGO






CHAPTER 3. VERBAL MESSAGES

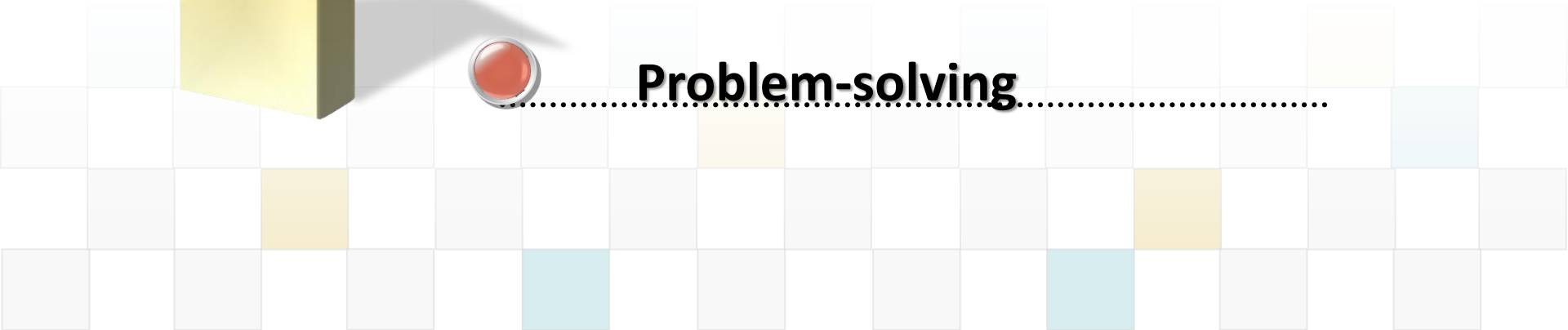




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Vocabularies

- **Facial expressions: thể hiện nét mặt**
- **Lack thereof: thiếu đi, thiếu nó**
- **To offend: xúc phạm**
- **Innate (a): bẩm sinh, thiên phú**
- **Behavioral psychology (n): tâm lý học hành vi**
- **a couple of something: một vài**
- **To slur: nói lảm nhảm, nói xấu ; (a): sỉ nhục, xấu hổ**
- **Generosity (n): độ lượng, hào phóng**
- **To underestimate: đánh giá thấp = to underrate**
- **To convey respect: thể hiện sự tôn trọng**
- **Traditional value: giá trị truyền thống**
- **Gentle bow: cúi chào nhẹ nhàng**
- **Proper response (n): phản ứng/đáp lại phù hợp**
- **To substitute: thay thế**
- **Posture: tư thế**
- **Legs crossed: vắt chéo chân**



Vocabularies

- **Mindful (a):** lưu ý
- **Notion (n):** quan niệm
- **To match up:** ăn khớp, vừa
- **Incongruent Behaviors:** hành vi không cân xứng, hành vi ko phù hợp
- **Pay attention to inconsistencie:** chú ý đến sự mâu thuẫn



I. PRINCIPLE OF VERBAL MESSAGES

- 1. Meanings are in people**
- 2. Meanings are both denotative and connotative**
- 3. Meanings depend on context**
 - a. *The cultural context:***
 - * The principle of cooperation
 - * The principle of peaceful relations
 - * The principle of self-denigration
 - b. *The gender context***
- 4. Messages vary in politeness**



I. PRINCIPLE OF VERBAL MESSAGES

5. Messages vary in assertiveness

Before reading on, respond to the following questions, considering how true or false each is of your own everyday behavior:

1. I would express my opinion in a group even if it contradicted the opinions of others.
2. When asked to do something that I really don't want to do, I can say no without feeling guilty.
3. I can express my opinion to my superiors on the job.
4. I can start up a conversation with a stranger on a bus or at a business gathering without fear.
5. I voice objection to people's behavior if I feel it infringes on my rights.



I. PRINCIPLE OF VERBAL MESSAGES

6. Messages can deceive

Despite the identification of “lying behaviors,” it is still very difficult to detect when a person is lying and when telling the truth. The hundreds of research studies conducted on this topic find that in most instances people judge lying accurately in less than 60 percent of the cases, only slightly better than chance (Knapp, 2008). One of the most important reasons for this is the truth bias.

a. Types of lies

b. The behavior of liars



Pre-task

*** Group work: Watch the video**

Some important element of our verbal language are a form of communication that use words and sound to convey meaning in the video?

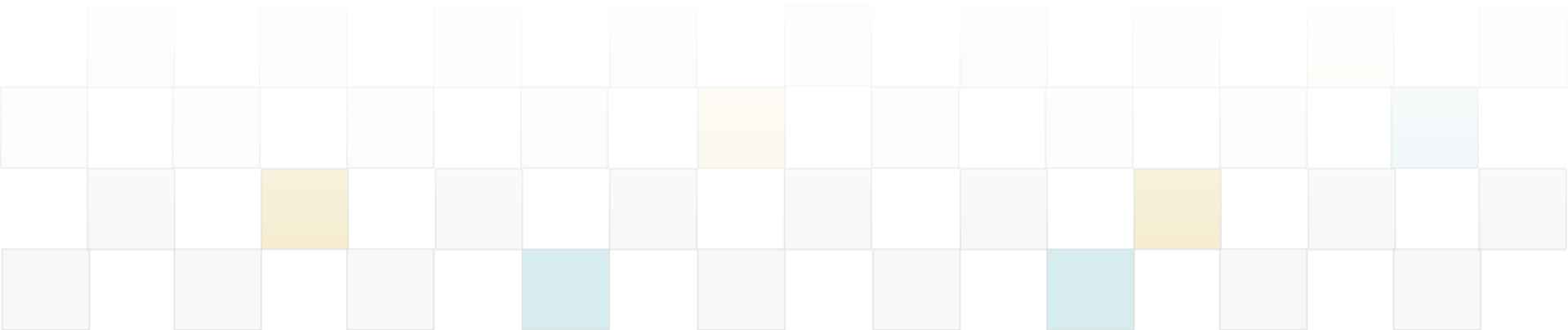
*** Link:**

<https://www.youtube.com/watch?v=8-hGDlifwhg>





II. USING VERBAL MESSAGE EFFECTIVELY

- 1. Intensional orientation**
 - 2. Allness**
 - 3. Fact–Inference confusion**
 - 4. Static evaluation**
 - 5. Indiscrimination**
 - 6. Polarization**
- 



II. USING VERBAL MESSAGE EFFECTIVELY

* Questions: Confirming, Rejecting, or Disconfirming

1. Carrie's boyfriend of 07 years left her and married another woman. Carrie confides this to Samantha, who responds

- a. With confirmation
- b. With rejection
- c. With disconfirmation

2. Enrique receives this semester's grades in the mail; they're a lot better than previous semesters' grades but are still not great. After opening the letter, Enrique says, "I really tried hard to get my grades up this semester." Enrique's parents respond:

- a. With disconfirmation
- b. With rejection
- c. With confirmation



II. USING VERBAL MESSAGE EFFECTIVELY

3. Elizabeth, who has been out of work for the past several weeks, says, “I feel like such a failure; I just can’t seem to find a job. I’ve been pounding the pavement for the past 5 weeks and still nothing.” Elizabeth’s friend responds

- a. With disconfirmation
- b. With rejection
- c. With confirmation

4. Candi’s colleague at work comes to her over-joyed and tells her that she was just promoted to vice president of marketing, skipping three steps in the hierarchy and tripling her salary. Candi responds:

- a. With disconfirmation
- b. With rejection
- c. With confirmation



II. USING VERBAL MESSAGE EFFECTIVELY

** Using Assertiveness Strategies. For any one of the following situations, compose (a) an aggressive, (b) a nonassertive, and (c) an assertive response.*

a. You've just redecorated your apartment, making it exactly as you want it. A good friend of yours brings you a house gift—the ugliest poster you've ever seen and insists that you hang it over your fireplace, the focal point of your living room.

b. Your friend borrows \$30 and promises to pay you back tomorrow. But tomorrow passes, as do 20 subsequent tomorrows. You know that your friend has not forgotten about the debt, and you also know that your friend has more than enough money to pay you back.

c. Your next-door neighbor repeatedly asks you to take care of her 4-year-old while she runs some errand or another. You don't mind helping out in an emergency, but this occurs almost every day.



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Thank You!