



# **CHAPTER 5.**

# **INTERPERSONAL COMMUNICATION AND CONVERSATION**



# Vocabulary



- **Pandemic (a, n): đại dịch**
- **alternating turns (n): lượt luân phiên**
- **overlapping talk (n): nói chuyện chồng chéo, tranh/giành nói**
- **marriage proposal: lời cầu hôn**
- **To be interpreted: được hiểu**
- **To make up for something: bù đắp, bổ sung**
- **Interlocutor (n): người đối thoại**
- **politeness strategie (n): chiến lược lịch sự**
- **To jot down = to write down**
- **To keep up with s.o: theo kịp ai, đuổi kịp ai = keep pace with**
- **To fall behind with s.o: tụt lại sau ai đó**
- **Arduous (a) = difficult = triring**
- **Top-tier = prestigious = leading: top đầu, dẫn đầu, uy tín**
- **Live a very laid-back lifestyle: lối sống thoải mái**



# Vocabulary



- **Short gap: khoảng cách ngắn**
- **culturally universal: văn hoá phổ quát**
- **minute-long pause: khoảng dừng một phút**
- **Convention (n): quy ước**
- **Refers to something: đề cập đến**
- **To boost: gia tăng**
- **Jargon (n): biệt ngữ**
- **To denote: biểu thị, thể hiện**
- **To intimidate: dọa nạt, thị oai**
- **To hesitate: ngập ngừng, do dự**
- **To stir-up: khuấy động,**



# Warm-up: T/F statements



## 1. What is interpersonal communication and conversation?

**Interpersonal communication is the process of exchange of information, ideas and feelings between two or more people through verbal or non-verbal methods. It often includes face-to-face exchange of information, in a form of voice, facial expressions, body language and gestures.**

## 2. What are the 4 types of interpersonal communication?

**Most interpersonal skills can be grouped under one of four main forms of communication: verbal, listening, written and non-verbal communication.**



# I. THE NATURE OF INTERPERSONAL COMMUNICATION AND CONVERSATION



## 1. Definition of interpersonal communication

It is communication that occurs between two people who have a relationship with each other and who are thus influenced by each other's communication messages.

## 2. The interpersonal continuum

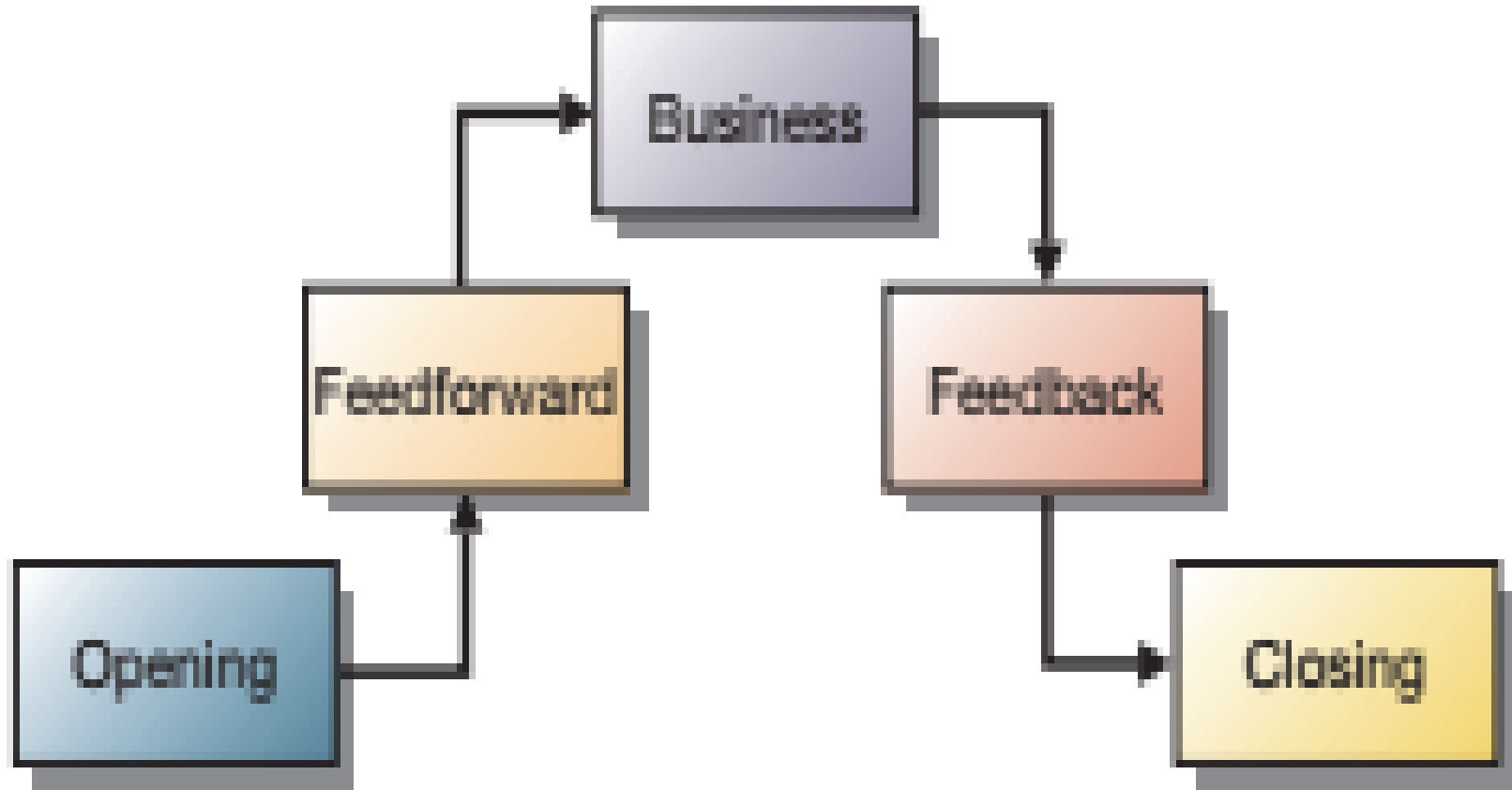
- \* **Social role versus personal information**
- \* *Social versus personal rules*
- \* *Impersonal (social) versus personal messages*

## 3. The stages of conversation

- Opening
- Feedforward
- Business
- Feedback
- Closing



# I. THE NATURE OF INTERPERSONAL COMMUNICATION AND CONVERSATION



## II. PRINCIPLE OF COMMUNICATION AND INTERPERSONAL COMMUNICATION



### 1. The principle of turn-taking

Throughout the speaking–listening process, both speaker and listener exchange cues for what are called conversational turns (Burgoon, Guerrero, & Floyd, 2010).

*a. Speaker cues*

*b. Turn-maintaining cues*

*c. Turn-yielding cues*

*d. Listener cues*

*e. Turn-requesting cues*

*f. Turn-denying cues*

*g. Backchanneling cues*

*h. Interruptions*

### 2. The principle of dialogue



## II. PRINCIPLE OF COMMUNICATION AND INTERPERSONAL COMMUNICATION



### 3. The principle of immediacy

Immediacy most clearly defines effective conversation. Immediacy is the creation of closeness, a sense of togetherness, of oneness, between speaker and listener.

### 4. The Principle of Flexibility

- Analyze the specific conversational situation
- Mindfully consider your available choices
- Estimate the potential advantages and disadvantages
- Competently communicate your choice

### 5. The principle of politeness





# III. EVERYDAY CONVERSATIONS



## 1. Making small talk

*a. The topics and contexts of small talk*

*b. Guidelines for effective small talk*

- Be positive.
- Be sensitive to leave-taking cues.
- Stress similarities rather than differences.
- Answer questions with sufficient elaboration.

*c. Introducing people*

## 2. Making Excuses

a. Types of excuses

b. Good and bad excuses

## 3. Apologizing

## 4. Giving and receiving compliments



L/O/G/O



**Thank You!**

