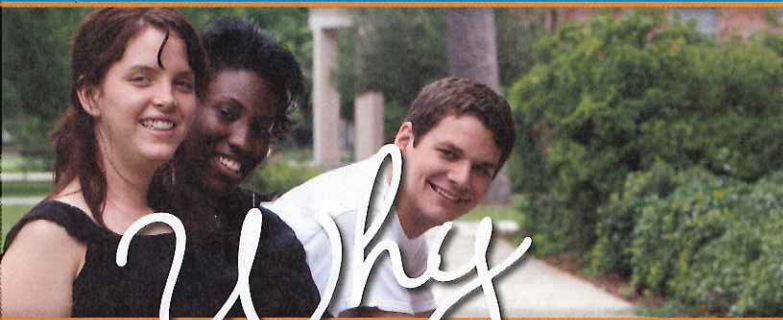


COMMUNICATE



read **this chapter?**

Because you'll learn...

- About the steps in the communication process
- How computer-mediated communication relates to interpersonal communication
- How to deal with difficult people

Because you'll be able to...

- Understand and use nonverbal communication more effectively
- Understand the dimensions of diversity and how they affect relationships
- Navigate and learn how to manage conflict more effectively

Scan and **QUESTION**

Take a few moments, **scan this chapter** and on page 320, write **five of your own questions** that you think will be important to your mastery of this material. You will also find five questions listed from your authors.

Example:

- ☒ What are the six elements of the communication process? (from page 300)
- ☒ What is self-disclosure, and why is it important for healthy relationships? (from page 306)

MyStudentSuccessLab

MyStudentSuccessLab is an online solution designed to help you acquire and develop (or hone) the skills you need to succeed. You will have access to peer-led video presentations and develop core skills through interactive exercises and projects.