

Chapter 2 – Sending Verbal and Nonverbal Messages

1. Define messages.
2. What percentage of messages do you send nonverbally? What does this tell you?
3. Nonverbal language serves four functions. Name them.
4. Explain what ‘Language is a System’ means.
5. Explain ‘Language is Symbolic’.
6. Explain ‘Language is Conventional’.
7. What do children learn first? (p 30)
8. Language changes. Explain three ways words can change and give an example of each.

9. Define denotation and connotation.

10. What is Standard American English?

11. Define sublanguage, jargon, slang, and dialect.

12. What are the five ways people communicate nonverbally?

13. How can appearance affect communication?

14. What is paralanguage? Provide an example.

15. There are four different kinds of space discussed in this chapter. What are they? (Be aware of the distances.)