CHAPTER 1
A FIRST LOOK AT INTERPERSONAL RELATIONSHIPS

Objectives

After studying the material in Chapter One of Looking Out/Looking In, you should understand:

- The types of needs that communication can satisfy.
- The elements and characteristics of the transactional communication model.
- The principles and misconceptions of communication
- The differences between impersonal and interpersonal communication.
- The characteristics of effective communicators.

Specifically, you should be able to:

- Identify the needs you attempt to satisfy by your interpersonal communication and the degree to which you satisfy those needs.

Use the transactional model to:

  a) Diagnose barriers to effective communication in your life.
  b) Suggest remedies to overcome those barriers.

Identify the degree to which your communication is impersonal and interpersonal.

Improve your effectiveness as a communicator by broadening your repertoire of behaviors and your skill at performing them.

Identify the most appropriate communication behaviors in a variety of important situations.

Discover how satisfied you are with the way you communicate in various situations.