Psychology of Human Relations – Chapter 8 Concept Notes Outline

1. What are some general principles of nonverbal communication?
2. What is paralanguage and how can it be used to convey meaning?
3. What are some tips for being an effective listener?
4. What is communication apprehension, and how do people who experience this often respond to having to talk with others in a situation that makes them uncomfortable?
5. What are the different styles of managing conflict? Describe the one that you tend to use.