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**The Key to**

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Chapter 3

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“Choice Points”  
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and thought-  
provoking  
questions that give  
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apply the principles  
and skills discussed  
in each chapter  
and to understand  
how to make  
choices to improve  
their own  
communication.;

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complement the theory and research boxes by highlighting and reinforcing the major skills discussed throughout the text: First the boxes present a skills-related concept and then the students apply

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behavior and  
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specific interaction,  
encourage them to  
apply the research  
and theory  
discussed in the  
text to real-life  
situations.

Explore Examples of  
interpersonal  
communication in a  
variety of  
contexts: culture,  
gender,  
technology,

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workplace, and  
ethics. Emphasize  
Learning Outcomes  
— — Objectives  
preface each  
chapter and  
provide a clear  
statement of what  
the reader should  
learn (knowledge)  
and be able to do  
(skill) after reading  
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Understand Theory

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Contemporary  
theory and  
research findings  
are included  
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relationships,  
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