

Communication Matters

Teacher Annotated Edition

Randall McCutcheon Albuquerque Academy Alburquerque, New Mexico

James Schaffer Nebraska Wesleyan University Lincoln, Nebraska

Joseph R. Wycoff Apple Valley High School Apple Valley, Minnesota Acknowledgments begin on page I-12, which is to be considered an extension of this copyright page.

(Student Edition ISBN) 0-314-01390-3 (Teacher Annotated Edition ISBN) 0-314-02171-X

Published by National Textbook Company, a division of NTC/Contemporary Publishing Group, Inc. 4255 West Touhy Avenue, Lincolwood (Chicago), Illinois 60712-1975 U.S.A.

©1994 NTC/Contemporary Publishing Group, Inc. All rights reserved. No part of this book may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without prior permission of the publisher.

Manufactured in the United States of America

00 01 02 03 04 05 06 07 08 09 WE 0 9 8 7 6 5 4 3

Photo and Cartoon Credits

1 Reprinted by permission: Tribune Media Services; 5 Don Milici; 6 (top) Reprinted with special permission of King Features Syndicate; 6 (bottom) Don Milici; 7 (top) Culver Pictures, Inc.; 7 (middle) Paul Seligman / Sygma; 7 (bottom) J. P. Laffont / Sygma; 10 Delta Images / Sygma; 12 Gary Bogdon / Sygma; 13 Don Milici; 18 Tim Schoon / Sygma; 26 DIL-BERT reprinted by permission of UFS, Inc.; 28 PhotoEdit; 31 (left) Don Milici; 31 (right) Don Milici; 34 Don Milici; 36 Don Milici; 40 Don Milici; 41 Tony Freeman / PhotoEdit; 44 Don Milici; 50 THE FAR SIDE © 1984 FarWorks, Inc. Dist. by Universal Press Syndicate. Reprinted with permission. All rights reserved; 53 Don Milici; 54 THE FAR SIDE © FarWorks, Inc. Dist. by Universal Press Syndicate. Reprinted with permission. All rights reserved; 55 (top) Tony Freeman / PhotoEdit; 55 (bottom) Tony Freeman / PhotoEdit; 56 Don Milici; 64 Don Milici; 70 Don Milici; 76 Cartoon by Doug Marlette; 79 Rhoda Sidney / PhotoEdit; 82 T. Graham / Sygma; 83 John Neubauer; 86 DILBERT reprinted by permission of UFS, Inc.; 87 (top) Don Milici; 87 (second from top) Kashi; 87 (second from bottom) Kashi; 87 (bottom) Kashi; 89 Richard Hutchings / PhotoEdit; 93 (all photos) Don Milici; 98 Don Milici; 104 Drawing by Lorenz © 1982 The New Yorker Magazine, Inc.; 107 Ira Wyman / Sygma; 111 Erwitt / Sygma; 112 Don Milici; 114 (left) Don Milici; 114 (right) Don Milici; 116 Don Milici; 122 Robert Brenner / PhotoEdit; 125 Rhoda Sidney / PhotoEdit; 127 David Hanover; 130 David Hanover; 136 BERRY'S WORLD reprinted by per-

(continued following index)

Communication Matters

Teacher Annotated Edition

About the Authors

Randall McCutcheon, Director of Forensics, Albuquerque Academy, Albuquerque, New Mexico, has over twenty years of experience teaching speech. He has authored two other books: Can You Find It?, a guide to teaching research skills to high school students (It received the Ben Franklin Award for best self-help book of the year in 1990.), and Get Off My Brain, a survival guide for students who hate to study. Nationally recognized by the U.S. Dept. of Education for innovation in curriculum, he was selected Nebraska Teacher of the Year in 1985. Other awards include Nebraska's Outstanding Young Speech Teacher of the Year, 1979, and the National Forensic League's Coach of the Year, 1987. He holds membership in the Speech Communication Association, the National Forensic League, and the Catholic Forensic League. He completed his undergraduate work at the University of Nebraska with emphasis in speech and theater. His graduate level work was in the study of rhetoric, persuasion, and interpersonal communication. After nearly a decade of working in radio and television, he has taught in public and private schools in Nebraska, Iowa, Massachusetts, and New Mexico and coached his speech teams to fifteen state and five national championships (NFL and CFL).

James Schaffer, an assistant professor and publications advisor at Nebraska Wesleyan University, earned a Ph.D. in English from the University of Virginia in 1990. He is also a part-time teacher at Lincoln (NE) East High School where he advises the *Muse*, a monthly humor magazine.

His journalism students have won numerous awards including state and national championships in writing, design, and photography. A strong interest in the space program led Schaffer to apply for the Teacher in Space contest. He became a national semi-finalist and was named state aerospace educator of the year. In 1987 he won a Christa McAuliffe Fellowship from the U.S. Department of Education that enabled him to give over 400 programs on space travel to school and community groups.

He and his wife Mary Lynn, also an educator, have three children—Suzanne, Sarah, and Stephen—who all love to speak.

Joseph R. Wycoff has taught English (American literature) and Speech at Chesterton High School in Chesterton, Indiana, for the past twenty-seven years. For twenty years, he was the coach/director of the Chesterton Speech and Debate Program, which won fifteen Indiana state championships and three consecutive national titles ('89, '90, '91). Mr. Wycoff was named National Speech and Debate Coach of the Year three times. He is a member of the Indiana Coaching Hall of Fame, and in June of 1992, he was inducted into the National Forensic League National Hall of Fame. As an educator and as a coach, he has won numerous awards. Over the past few years, he has traveled to nearly thirty states, giving over one hundred instructional/motivational seminars to both students and adults on "burnout," leadership, ethics in competition, and effective communication and has taught summer speech sessions at Bradley University (Illinois), Longwood College (Virginia), and the University of Iowa. He received his Masters of Arts from Valparaiso University (Indiana).

PREFACE

- ♦ As many as nine out of ten students have plagiarized a paper sometime during their college careers, according to a survey conducted by Miami University of Ohio Professor Jerold Hale and two colleagues.
- ♦ According to Professor Barbara J. Adler of Concordia College, only 28% of speech teachers surveyed actually devoted a class unit to the study of ethics, despite the fact that 90% felt a course should include such a unit.
- ♦ The Roman teacher Quintilian argued, "The perfect orator is a good man speaking well."

Although Quintilian would have said a "good person" today, the truth in his observation is inescapable. A speaker, a communicator, should be ethical. The authors of *Commu*nication Matters recognize that it is not enough to bemoan the fact that we are failing to sufficiently discuss ethics and social responsibility in our teaching of communication skills. Therefore, this textbook focuses on developing in each student what Aristotle described as good character, intelligence, and goodwill.

Special features of Communication Matters include:

- ◆ Communication Works—These career features spotlight real people who use communication in their occupations.
- ◆ Communication Breakthroughs and Communication Breakdowns—These stories provide meaningful examples for the students to analyze. Discussion questions are asked at the end of each feature.
- ◆ Instant Impacts—These smaller, boxed features contain quotes, anecdotes, and other bits of information that students will find entertaining and informative.
- **◆ Taking Charge**—These activities are interspersed throughout the chapters to challenge the students.
- ◆ **Student Speech**—These examples of student work provide both inspiration and models for discussion.

Each chapter begins with objectives, terms, and a brief preview. The end-of-chapter material includes the following:

- 1. A Chapter Summary
- 2. Two Vocabulary Building Exercises

xiv Preface

- 3. Things to Remember
- 4. Things to Do
- 5. Things to Talk About
- **6.** Things to Write About
- 7. Critical Thinking
- 8. Related Speech Topics

Clearly, students require a textbook that addresses the need for social responsibility today. John F. Kennedy once wrote, "A child miseducated is a child lost." The authors believe that we have already lost far too many children.

Acknowledgments

Randall McCutcheon would like to thank the following individuals for their assistance: Jane Durso—my assistant—for her immeasurable contributions to my creativity and correctness; Tim Averill, Art Chu, Katie Johnson, Sally McAfee—for their invaluable input on chapter rough drafts; David Abaire, Robert Bovinette, Maryagnes Barbieri, Sarah Bynum, Austan Goolsbee, Sue Ann Gunn, Seth Halvorson, Andy Howe, Mark Kutny, Alisa Lasater, James Mallios, Jeremy Mallory, Sharahn McClung, Dr. Michael McElroy, Art Melendres, Bruce Musgrave, Lanny Naegelin, John Nielsen, Vikki Otero, Nancy Van Devender, Coert Voorhees—for their assistance and generosity.

James Schaffer wishes to gratefully acknowledge the generous contributions of Mary Lynn Schaffer who edited the seemingly endless rough drafts, Julie Dickey who did some of the research and many of the interviews, and Jane Holt, Ted Genoways, Jon Ericson, and Charles Fichthorn for their technical expertise. He would also like to thank the people whose stories students may read in the Communication Works features: Scott Young, J. Boman Bastani, Jessie Myles, Twyla Hansen, Steve Gaines, Lindy Mullin, and George Paul.

Joseph Wycoff would like to thank the following individuals for their assistance: Pamela C. Cady, Robert Kelly, Barbara Funke, Robert Funke, Carol Biel, James Cavallo, Jane Anne Wycoff, students from Apple Valley High School (Minnesota) for their class/survey contributions, student speakers from Chesterton High School for their example speeches (or excerpts), the Chesterton High School library staff, and the National Forensic League (Ripon, Wisconsin).

Reviewers

The authors greatly appreciated the efforts of the following reviewers:

Barbara J. Achor Randall Armstrong Fran Bogos
Mayo High School Cass High School North Albany Intermediate School

Rochester, MN Cartersville, GA Pittsburgh, PA

Bette Ambrosio John A. Birt Yvette Clark

Highland Park High School Buena High School Mayfield High School Dallas, TX Sierra Vista, AZ Las Cruces, NM

Charles Eichler Glenbard East High School Lombard, IL

Jed Friedrichsen Millard South High School Omaha, NE

Jon L. Fruytier Southfield High School Southfield, MI

Connye Griffin Moore High School Moore, OK Gregg Hartney Charles Page High School San Springs, OK

Connie McKee Amarillo High School Amarillo, TX

Lou Price Battle Creek Central High School Battle Creek, MI

Carolyn J. Rhondeau Fairfield High School Fairfield, CA William E. Schuetz Gregory-Portland High School Gregory, TX

Michael Setzer Homestead High School Mequon, WI

Barbara S. Wilson Lake Gibson High School Lakeland, FL

CONTENTS IN BRIEF

Part I The Po	erson: Ethics of Communication	
Chapter 1	Building Responsibility	2
Chapter 2	Building Confidence	26
Part II Perso	n to Person	
Chapter 3	Listening	50
Chapter 4	Nonverbal Communication	76
Chapter 5	Interviewing	104
Chapter 6	Group Discussion	136
Part III Prep	aration and Process	
Chapter 7		164
Chapter 8		190
Chapter 9	Logic and Reasoning	226
Chapter 10	Effective Language	246
Chapter 11	Effective Delivery	282
Part IV The	Product	
Chapter 12	Speeches to Inform	322
	Speeches to Persuade	358
	Speeches for Special Occasions	388
Part V Probl	em Solving	
Chapter 15	What Is Debate?	414
Chapter 16	Lincoln–Douglas Debate	436
Chapter 17	Policy Debate	462
Chapter 18	Parliamentary Procedure	494
Part VI Perfe	ormance	
Chapter 19	Oral Interpretation	526
Chapter 20		556
Chapter 21	Radio	582
Chapter 22	Television	610
Part VII The	Person Revisited: Leadership	
	Leadership and You	640
Glossary		G-1
Index		I-1
		1-1

CONTENTS

Preface xiii

Part I The	Person: Ethics of Communication	
Chapter 1	Building Responsibility I. What Is Communication? II. Laying the Proper Foundation III. Building the Proper Motivation Student Speech: Phantom	2 4 8 14 19
Chapter 2	Building Confidence I. What Is Confidence? II. Understanding Stage Fright III. Establishing an Accurate Perception IV. Examining the Planks of Confidence	26 28 29 32 39
Part II Per	rson to Person	
Chapter 3	Listening I. Listening Is More Than Hearing II. Roadblocks to Good Listening III. Effective Listening Strategies IV. The Contributions Listeners Make	50 52 57 63 68
Chapter 4	Nonverbal Communication I. Multicultural Messages II. Messages with Two Meanings III. Nonverbal Messages in Conversation	76 78 88 94

viii Contents

Chapter 5	Interviewing I. Using Interviews to Gather Information II. Preparing for an Interview III. Conducting an Ethical Interview IV. Giving Your Best Interview	104 106 109 121 126
Chapter 6	Group Discussion I. Working Together Makes Sense II. Group Problem Solving III. How to Contribute to a Discussion	136 138 144 153
Part III Pr	reparation and Process	
Chapter 7	Researching Your Speech I. The Information Age II. Your Research Plan III. Using the Library IV. Using What You've Found Student Speech: We're Not Ready	164 166 166 170 178
Chapter 8	Organizing Your Speech I. What Is Organization? II. The Introduction III. The Body IV. The Conclusion Student Speech: A Boring Outline	190 192 195 205 214 219
Chapter 9	Logic and Reasoning I. Evaluating Ideas: Methods of Reasoning II. Fallacies III. The Ethics of Audience Adaption	226 228 234 239
Chapter 10	Effective Language I. Language Exactness II. The Spoken Word versus the Written Word III. Creating Word Pictures: Figures of Speech IV. Making Music with Words: Sound Devices V. Language to Avoid Student Speech: The Real Thing	246 248 249 256 266 270
Chapter 11		282 284 285

Contents

	III. Using Your Voice	290
	IV. Using Your Body	299
	V. Using Your Face	308
	VI. Dynamizing Your Overall Delivery	311
	Student Speech: Who's Playing the Drum?	312
Part IV Th	e Product	
Chapter 12	Speeches to Inform	322
1	I. Speeches That Instruct, Inform, and Clarify	324
	II. Turning a Subject into a Speech	332
	III. Audio and Visual Aids	344
	Student Speech: Chill Out	351
Chapter 13		358
	I. What Is Persuasive Speaking?	360
	II. Analyzing Your Audience	362
	III. Appealing to Your Audience	367
	Student Speech: Rite of Passage	378
Chapter 14	Speeches for Special Occasions	388
	I. Courtesy Speeches	390
	II. Ceremonial Speeches	397
	III. Contest Speeches IV. Impromptu Speaking	403 408
	1V. Impromptu Speaking	400
Part V Pro	blem Solving	
Chapter 15		414
	I. Informal Debate	416
	II. The Advantages of Debate	421
	III. Debate Terminology	424
	IV. The Debate Process	429
Chapter 16	Lincoln-Douglas Debate	436
	I. Lincoln–Douglas Debate: A Question of Values	438
	II. Preparing for Battle: Writing Cases	445
	III. Structuring Your Speeches	451
Chapter 17	Policy Debate	462
	I. What Is Policy Debate?	464
	II. Preparing the Affirmative	468
	III. Preparing the Negative	476

x Contents

	IV. How to Defend against Negative Attacks V. The First Debate	480 484
Cl 10		
Chapter 18	Parliamentary Procedure	494 496
	I. Learning the Rules	501
	II. Getting Down to Business	507
	III. A Member's Responsibilities IV. The Order of Precedence	512
	V. Making Decisions by Voting	519
Part VI Per	rformance	
	Oral Interpretation	526
Chapter 19	I. What Is Oral Interpretation?	528
	II. Choosing Your Material	531
	III. Interpreting Your Material	534
	IV. Presenting Your Material	541
	V. Reader's Theater	549
	Student Speech: Speak Like Rain	550
Chapter 20	Drama	556
	I. The Theatrical Experience	558
	II. Elements of Theatrical Production	567
	III. The Actor's Craft	570
	Student Speech: A Show of Hands	576
Chapter 21	Radio	582
1	I. The World of Radio	584
	II. Running a Radio Station	592
	III. Performing and Writing Techniques	598
	Student Speech: Biff Chambers, Pilot of the Plains	605
Chapter 22	Television	610
	I. The World of Television	612
	II. Broadcasting Know-how	616
	III. Production Techniques	625
	IV. Delivery Techniques	628
Part VII T	he Person Revisited: Leadership	
	Leadership and You	640
Chapter 20	I. What Does Leadership Mean?	642
	II. The Planks of Leadership	645
	Student Speech: The Last American Hero	657
Glossary		G-1
Index		I-1

SPECIAL FEATURES

Communication Works

Les Mapes, Chairman of the Board for Waffle	S	Jesse Myles, State Race Equity Director	342
of California, Inc.	9	Lanny Naegelin, Speech Program Coordinator	406
Dr. J. Boman Bastani, Psychiatrist	58	Arthur Chu, College Student	449
Lindy Mullin, Elementary School Coordinator	91	Aileen Gatterman, State Chairperson of	
Travels with Charlie	118	"Take Back the System"	466
Twyla Hansen, Grounds Manager	156	George Paul, Parish Council Treasurer	510
Andy Howe, Librarian	176	Sue Ann Gunn, Children's Theater Director	546
Robert J. L. Funke, Certified Dental Technician		Devon Raymond, Professional Actor	574
		Scott Young, Deejay and Program Director	596
Art Melendres, Attorney	235	Steve Gaines, Community Access Coordinator	618
Julie Ann Trella, Certified Shorthand and		Dorothy L. Alabach, Homemaker and Political	010
Registered Professional Reporter	251	Activist	649
Susan S. True, High School Director	288		

Communication Breakdown

What Symbols Can Say	16	When Information Isn't Enough	339
A Case of Deception	32	Against All Odds	398
The College Lecture	59	Debate Dissolves into Insults and Attacks	422
Giving Your Doubles Partner the Cold Shoulder	97	Know Thyself	455
A Bad Day with the Critics	124	Painful Policies	473
Peers Discourage Academic Achievement	151	A Filibuster Stalls the Civil Rights Act	516
Putting Words in Their Mouths	182	Public Clutterance	530
The Battle of the Crater	196	Learning from Failure	559
Love Is a Fallacy	240	Radio's Invasion from Mars	600
Dealing with "Doublespeak"	262	Television Commercials Insult Women	626
Meaningful Conversation?	296	The Call That Wasn't Made	655

xii Special Features

Communication Breakthrough

A Worthwhile Conversation	15	The Nixon-Kennedy Debate of 1960	374
A Teacher Brings Out the Best in His Students	33	Working for Peanuts	391
Silence Can Be Golden	69	Successful New Format for Presidential Debate	418
The Ultimate Gesture	84	The Lincoln-Douglas Debates	439
Presidential Announcements	110	International Debate	488
Group Therapy Aids Cancer Survival	145	"I Looked Down into My Open Grave."	500
Library Business Booms in Hard Times	170	Accenting the Positive	545
How to Win Friends and Influence People	214	The Show Must Go On	565
Separate but Unequal	231	War News or the Gospel?	590
The Gettysburg Address	264	Television Covers the War in the Gulf	617
Hearing Your Favorite Book	301	The Special Olympics	651
Surgeon Congral's Papart on Smaking	228		

Dedications

to my grandmother

-Randall McCutcheon

To Mary Lynn for her unwavering love and support and to Suzanne, Sarah, and Stephen who make it all worthwhile.

-James Schaffer

I would like to dedicate this book to Bob, Barb, Carol, and Pam for constantly telling me that I was doing something worthwhile and that blue skies were in the future; to my wife, Janie, for working as hard as I did, and for making me learn how to use a computer; and to all teachers, who—even though they are often overworked and underappreciated—still believe that teaching kids is the greatest gift.

-Joseph R. Wycoff

CHAPTER 1

Building Responsibility



"Never before has it been so essential to learn to separate the true from the false. We have come to put great emphasis upon education in science and engineering. But speech, rather than science or engineering, may actually hold the key to the future of the world. Science makes George Orwell's 1984 a possibility. Effective speaking may prevent its becoming a reality."

 Francis Horn, past president of the University of Rhode Island





า