



## Learning to Be a Competent Communicator

## KATHLEEN M. GALVIN

Professor and Associate Dean
Communication Studies Department
School of Speech
Northwestern University
Evansto

## PAMELA J. COOPER

Professor

Communication Studies Department
School of Speech
Northwestern University
Illinois



### To our children: Matthew, Katie, and Kara Jennifer and Jamie

Acknowledgments

The following people provided helpful suggestions during the development of the third edition of *The Basics of Speech*.

Ruth Way Cheryl K. Allen

Nicolet High School Izaak Walton Intermediate School

Glendale, Wisconsin Garden Grove, California

Special Thanks to Mandy Koppen, Barbara Cushing, and Tim Griskey.

Project Editor: Jane Bachman

Cover Design: Steve Straus Cover Illustration: Don Arday Interior Design: Ellen Pettengell

Published by National Textbook Company,

Acknowledgments begin on page 604, which is to be considered an extension of this copyright page.

ISBN: 0-8442-0382-3

a division of NTC/ Contemporary Publishing Group, Inc., 4255 Touhy Avenue,
Lincolnwood (Chicago), Illinois 60646-1975 U.S.A.

© 1999, 1994, 1988 NTC/Contemporary Publishing Group
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.

#### Galvin, Kathleen M.

The basics of speech: learning to be a competent communicator/ Kathleen M. Galvin, Pamela J. Cooper

p. cm.

Includes bibliographic references and index.

Summary: Introduces interpersonal and group communication, public speaking, debate, parliamentary procedure, and oral interpretation. Includes activities, checklists, evaluation forms, suggested speech topics, and literature for oral interpretation.

ISBN 0-8442-0382-3

1. Oral communication--Juvenile literature. [1. Oral communication. 2. Communication.] I. Cooper, Pamela J. II. Title.
P95.G29 1998
302.2'242--dc21

90 QB 098765432

## To the Student

This book addresses a very important life skill—communication. Ever since birth you have been making contact with other people—your parents, brothers and sisters, other relatives, teachers, and the people in your community. Some of these contacts have been easy; others have been difficult. Your ability to communicate effectively touches every part of your life. Although you already have many communication skills, you can always become a more competent communicator.

In this book you will encounter many different ways of thinking about your communication skills. We hope you will understand the communication process and will learn to appreciate your communication strengths. We also hope you will develop greater strengths during the course. We believe that a competent communicator makes choices from a range of possible ways to act or respond in a situation. He or she (1) analyzes a situation, (2) chooses a way to deal with it, (3) acts on that choice, and (4) evaluates the results. Therefore a competent communicator is able to cope well in many situations. In addition, a competent communicator takes personal responsibility for the choices he or she makes.

The Basics of Speech has special features to guide you through understanding the communication process and improving your communication skills. Each chapter opens with a list of objectives and Key Words. Within the text, you will discover Speaking Of . . . pages, Journal Entries, and the Interact, Apply, and Observe features. The Chapter Reviews contain Think About It, Try It Out, Put It in Writing, and Speak About It sections.

Throughout the text are checklists, charts, evaluation forms, speeches, student comments, sample oral interpretation scripts, and many literature selections. This wide variety of materials will stimulate your interest and involve you in an enjoyable and rewarding learning experience.

## CHAPTER OBJECTIVES

Good speakers and listeners need "road maps" or some way of knowing where they are going. The objectives give you a road map for the chapter and tell you what you should be able to do when you have completed the chapter.

## **KEY TERMS**

A competent communicator has a large vocabulary and uses words correctly. In order to communicate about communication, you need to develop a proper vocabulary. The Key Words that appear at the beginning of each chapter are the most important vocabulary words in the text.

## SPEAKING OF . . .

Many young people are expected to exhibit strong communication competencies as they take on serious responsibilities or leadership positions in their schools and communities. In each chapter you will encounter a description of how a teenager uses communication skills to achieve personal goals or to make a difference in the lives of others.

## **JOURNAL ENTRIES**

Often, when a friend describes an experience or feeling, you may think, "I've felt that way" or "Something like that happened to me." Throughout the book you will find Journal Entries written by teenagers about the topics in the book. You may find that the Journal Entries help you understand someone else better. We are grateful to the teenagers who shared their entries with us.

## **OBSERVE**

Seeing and hearing are important parts of understanding communication. The assignments in the Observe boxes are designed to help you really see and hear what is going on around you so you can respond in the best way. By doing these assignments, you should become a more careful observer of others' communication.

#### INTERACT

Reading and observing will tell you a great deal about communication. But talking about communication situations or trying out communication strategies can teach you a great deal as well. The Interact boxes contain directions to get you involved with other people in the class. You may be asked to share your ideas or to try out a specific communication skill.

#### APPLY

Within the text you will find sections that require you to respond actively to the text. Sometimes you are asked to complete a checklist, analyze an example, or find solutions to a problem. These sections are designed to help you apply the ideas you are learning.

## THINK ABOUT IT

Before you can apply what you have learned, you need to understand the content. Questions and statements at the end of each chapter ask you to review what you have learned. If you can answers these questions correctly, you are well on your way to understanding communication principles.

## TRY IT OUT

When people work together to solve a problem or to create something, they learn a lot in the process. The activity suggestions at the end of each chapter contain ideas for applying what you have learned.

### **PUT IT IN WRITING**

Sometimes a good way to make sense of what you see, hear, or think is to write it down. Writing may help you clarify your experience. It may help you see how ideas go together. The Put It in Writing sections ask you to record ideas in a journal, analyze an event you observe, or describe what might happen in the future.

## **SPEAK ABOUT IT**

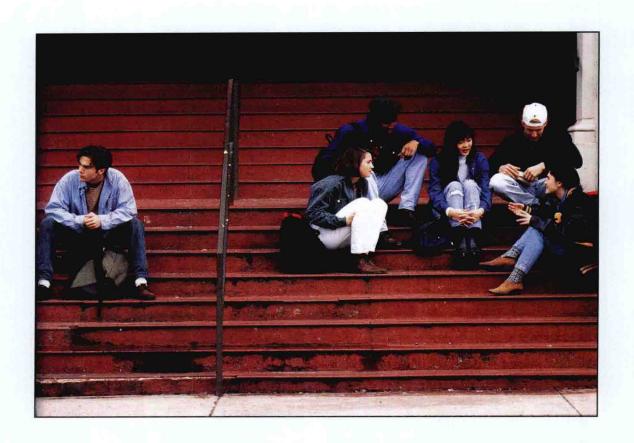
The only way to develop your ability to speak in front of others is to practice your public speaking. The Speak About It activities will give you many opportunities to deliver short speeches to your class or to small groups.

#### **BIBLIOGRAPHY**

The Bibliography provides a list of sources for oral-interpretation material, for help in researching and giving speeches, and for answering questions about parliamentary procedure.

## **GLOSSARY**

All the Key Words in this text, plus many other important vocabulary words, are defined in the Glossary. You will find it is a handy reference tool when you need to review word meanings.



# **Contents**

## To the Student

1	UNIT 1 THE BASICS OF COMMUNICATION	
	Chapter 1 The Communication Process	2
	ORAL COMMUNICATION	5
	REMEMBER: Three Main Ideas about Communication	9
	YOUR EXPERIENCE WITH COMMUNICATION	9
V	Communication Checklist	10
	COMMUNICATION IN YOUR LIFE	12
	COMMUNICATION SITUATIONS	18
	Speaking Of Katherine Kim Seitz	19
	Summary	21
	Chapter Review	22
	Chapter 2 Elements of Communication	24
	VERBAL MESSAGES	27
	NONVERBAL MESSAGES	30
	INDIVIDUAL PERCEPTIONS	37
	CHANNELS OF COMMUNICATION	40
	Speaking Of Omar Siddiq	42
	FEEDBACK	43
	CONTEXT	44
	Summary	47
	Chapter Review	48

	Chapter 3 The Work of Speaking and Listening	50
	VOCAL PRODUCTION	52
	THE LISTENING PROCESS	58
	TYPES OF LISTENING	61
	Tips for Note Taking	62
	Speaking Of Natalie Digate	68
	BARRIERS TO LISTENING	69
	REMEMBER: Guidelines for Good Listening	80
	Summary	81
	Chapter Review	82
	<b>Chapter 4 The Competent Communicator</b>	84
	COMMUNICATION ACTS	86
	REMEMBER: Guidelines for Introductions	99
	Speaking Of Tiffany Black	103
	COMPETENCY STEPS	105
	Summary	115
	Chapter Review	116
2	UNIT 2 COMMUNICATION WITH SELF AND OTHERS	
	Chapter 5 Communication and Yourself	120
	SELF-CONCEPT	122
V	CHECKLIST: Self-Esteem	134
	COMMUNICATION AND THE SELF	135
	Speaking Of Angie Rodriguez	141

	IMPROVING SELF-CONCEPT	142
	Summary	145
	Chapter Review	146
	Chapter 6 Communication with Others	148
	FRIENDSHIPS	150
V	CHECKLIST: Friendship Communication	151
	STAGES OF FRIENDSHIP	157
	INTERPERSONAL COMMUNICATION SKILLS	165
	Speaking Of Brad Auerbach	167
	Summary	177
	Chapter Review	178
3	Chapter 7 Communication in Groups	182
	CHARACTERISTICS OF GROUPS	184
	GROUP PROBLEM SOLVING	192
	Speaking Of Frank Smith	196
	GROUP MEMBER COMMUNICATION	203
	LEADERSHIP ISSUES	208
<b>W</b>	CHECKLIST: Leadership Skills	211
	<b>EVALUATING GROUP DISCUSSION</b>	212
V	CHECKLIST: Group Participation	214
	Summary	217
	Chapter Review	218

	<b>Chapter 8 Forms of Group Discussion</b>	220
	DISCUSSION FORMATS	223
	PARLIAMENTARY PROCEDURE	231
(H)	Speaking Of BJ Coleman	233
	Key Parliamentary Terms	242
	Summary	251
	Chapter Review	252
4	UNIT 4 PUBLIC COMMUNICATION	
	Chapter 9 Introduction to Public Speaking	256
	PUBLIC SPEAKING AND YOU	258
	PURPOSES OF PUBLIC SPEAKING	261
( P	Speaking Of Christine Elizabeth Vasquez	263
	TOPIC SELECTION	264
	AUDIENCE ANALYSIS	265
	AUDIENCE GOAL	271
	Summary	273
	Chapter Review	274
	Chapter 10 Finding and Using Information	276
	RESEARCH SOURCES	278
\$	Speaking Of Kavitha Kareth	294
	RECORDING YOUR INFORMATION	295
	USING INFORMATION TO SUPPORT YOUR SPEECH	301
<b>A</b>	CHECKLIST: Evaluating Supporting Material	309
	Summary	309
	Chapter Review	310

	Chapter 11 Constructing the Speech	312
	PURPOSE STATEMENT	314
	PATTERNS OF ORGANIZATION	316
	OUTLINING	320
	Guidelines for Outlining	322
	LANGUAGE	323
4	Speaking Of Reid Matsuoka	325
	INTRODUCTIONS, CONCLUSIONS, AND TRANSITIONS	330
	REMEMBER: Elements of an Introduction	331
	REMEMBER: Elements of a Conclusion	334
	Summary	337
	Chapter Review	338
	Chapter 12 Delivering the Speech	340
	SPEAKER CONFIDENCE	342
	Tips for Developing Confidence	344
	METHODS OF DELIVERY	346
	Stages of Manuscript Development	351
	Personal Delivery	356
	Tips for Using a Microphone	365
	REHEARSING THE SPEECH	365
	MEDIA AIDS	368
4	Speaking Of Atley Chock	371
	Summary	373
	Chapter Review	374

	Chapter 13 Creating the Informative	
	Speech	376
	SPEAKING TO INFORM	378
	SOCIAL-RITUAL SPEECHES	385
G	EVALUATING INFORMATIVE SPEECHES	391
+	Speaking Of Rebecca Carlton	393
	REMEMBER: Guidelines for Giving Constructive Criticism	397
	REMEMBER: Guidelines for Accepting Constructive Criticism	399
	Summary	403
	Chapter Review	404
	<b>Chapter 14 Creating the Persuasive Speech</b>	406
	SPEAKING TO PERSUADE	408
	SELECTING A PERSUASIVE TOPIC	410
	ADAPTING TO THE AUDIENCE	413
	MAKING YOURSELF BELIEVABLE	417
(1)	REASONING	419
4	Speaking Of Jennifer Cornfeld	420
	ORGANIZING A PERSUASIVE SPEECH	428
	<b>EVALUATING PERSUASIVE SPEECHES</b>	433
	Summary	435
	Chapter Review	436
	Chapter 15 Learning about Debate	442
	THE VALUES OF DEBATE	444
	THE DEBATE PROCESS	446
	CREATING THE PROPOSITION	450
	REMEMBER: Qualities of a Good Proposition	454
	RESEARCHING THE TOPIC	455

-		
4	Speaking Of Jonathan David Maurer	457
	ARGUING THE ISSUES	461
	DEBATE FORMATS	463
	Summary	467
	Chapter Review	468
5	UNIT 5 INTERPRETIVE COMMUNICATION	
	<b>Chapter 16 Preparing for Oral Interpretation</b>	472
	CHARACTERISTICS OF ORAL INTERPRETATION	474
	APPROPRIATE LITERATURE FOR ORAL INTERPRETATION	476
	SELECTING MATERIAL	479
V	CHECKLIST: Selecting Material for Oral Interpretation	487
	ANALYZING LITERATURE	488
	Speaking Of Justin Brett Klosky	503
	PIECES FOR ORAL INTERPRETATION	504
	Summary	509
	Chapter Review	510
	<b>Chapter 17 Performing Oral Interpretation</b>	512
	PREPARING THE MATERIAL	514
	USING YOUR VOICE AND BODY	519
	PREPARING A PERFORMANCE SCRIPT	531
	REHEARSING ORAL INTERPRETATION	535
a	TELLING A STORY	538
	Speaking Of Amy Rao	540
	EVALUATING ORAL INTERPRETATION	
	AND STORYTELLING	543
	Summary	546
	Chapter Review	547

<b>Chapter 18 Group Interpretation</b>	550
CHORAL SPEAKING	552
Speaking Of Jeff Seelbach	564
READER'S THEATRE	565
Summary	579
Chapter Review	580
Afterword	582
Bibliography	585
Glossary	586
Index	591
Photo Credits	602
Acknowledgments	604

## **SPECIAL FEATURES** Remember: Three Main Ideas about Communication 9 10 Communication Checklist 62 **Tips for Note Taking** Remember: Guidelines for Good Listening 80 99 Remember: Guidelines for Introductions 134 Checklist: Self-Esteem 151 Checklist: Friendship Communication 211 Checklist: Leadership Skills 214 Checklist: Group Participation 242 **Key Parliamentary Terms Checklist: Evaluating Supporting Material** 309 322 **Guidelines for Outlining** Remember: Elements of an Introduction 331 334 Remember: Elements of a Conclusion 342 **Tips for Developing Confidence** 365 Tips for Using a Microphone 397 Remember: Guidelines for Giving Constructive Criticism Remember: Guidelines for Accepting Constructive Criticism 399 454 Remember: Qualities of a Good Proposition 487 Checklist: Selecting Material for Oral Interpretation

