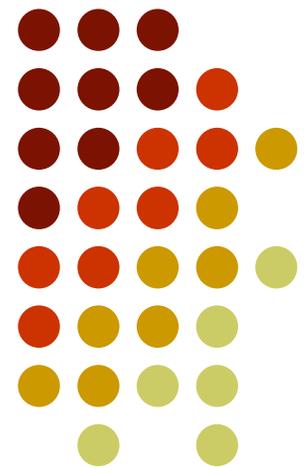


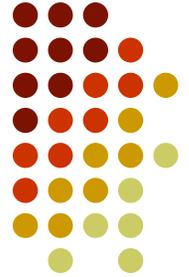
# Engaging in Verbal Communication

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Facilitator: Ms. Vu Viet Hang  
(M.Ed)



# Verbal Communication



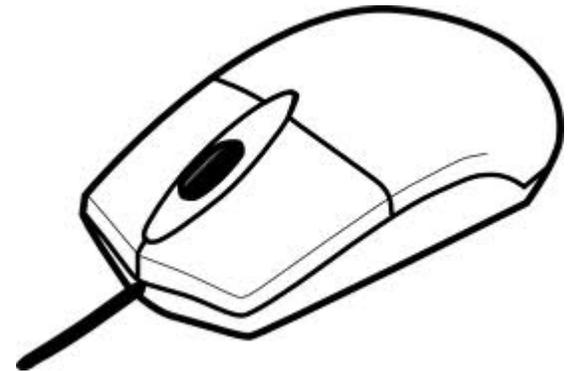
**LANGUAGE**  
Arbitrary  
Ambiguous  
Abstract

**SYMBOLIC ACTIVITIES**  
Definition  
Evaluation  
Organization  
Hypothetical Thought  
Self-Reflection  
Relationship & Interaction

# *Arbitrariness*



- ☀ Verbal language are not intrinsically connected to what they represent
  - ➡ Language and meaning change over time
  - ➡ New words or phrases are coined in response to change



# *Ambiguity*



- ✿ Language is ambiguous:
  - Meanings are not clear-cut or precise
  - Meanings vary in relation to personal experiences, interests, identities, and backgrounds.

Ice cream

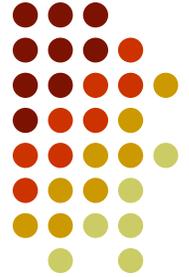
Home

Car

Tree

FRIEND

# Ambiguity



## *Ambiguous language*

## *Clear , specific language*

*You are rude.*

*I don't like it when you interrupt me.*

*We need more team spirit.*

*I want more freedom.*

*Your work is sloppy.*

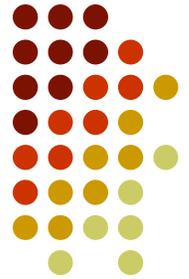
*Let's watch a good program.*

# *Abstraction*

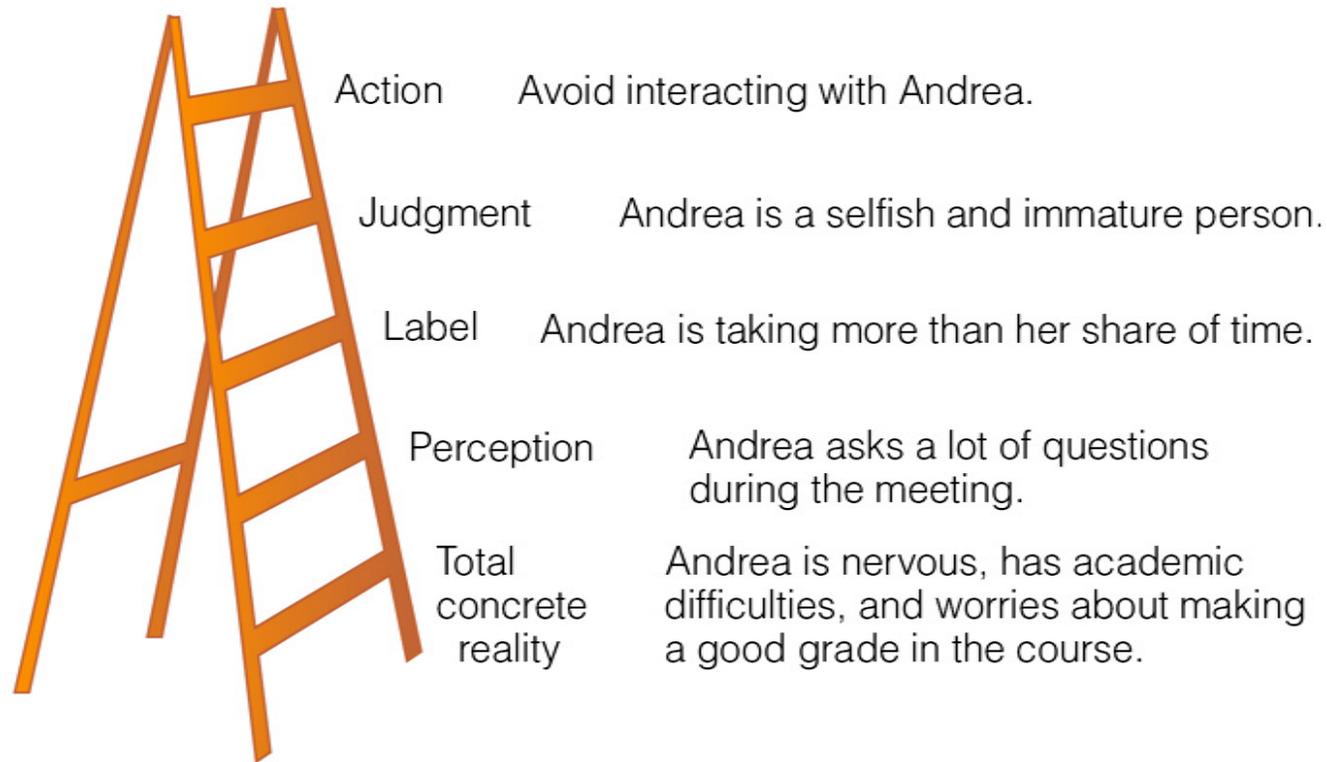


- ✿ Language is abstract:
  - ➡ Not concrete or tangible
  - ➡ Vary in abstractness

# Ladder of abstraction



Most abstract



Most concrete

# Language Defines



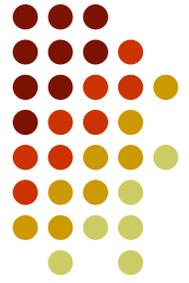
- ☀ Experiences, relationships, people, feelings, and thoughts
- ☀ Totalizing
  - ➡ using a single label to represent the totality of a person
    - “He’s a Republican.”
    - “She’s old.”

# Language Evaluates



- ✿ Not neutral, laden with values
- ✿ Loaded language
  - ➡ Words that strongly *slant* perceptions and thus meanings
    - A menu lists “Tender lobster accented with drawn butter” instead of “Crustacean murdered by being boiled alive and then drenched in saturated fat”

# Language Organizes Perceptions



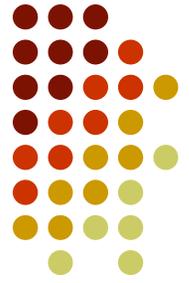
- ✿ We classify and evaluate experiences using cognitive schemata
- ✿ We think about abstract concepts such as work ethic, democracy, morality etc.

# Hypothetical Thought



- ✿ Language allow us to plan, dream, remember, fantasize, set goals, etc.
  - past, present, and future

# Self-reflection



✿ We use Language to reflect on ourselves

➡ *I*

- acts on in response to inner needs and desires regardless of social norms

➡ *me*

- socially conscious part of the self
- monitors the *I*'s impulses

# Relationship and Interaction



## ☀ Responsiveness

- ▶ Questions and statements of agreement/disagreement show our interest in others' communication

## ☀ Liking

- ▶ Inner feelings are expressed verbally

## ☀ Power

- ▶ We use verbal communication to define dominance and to negotiate status and influence.