

# Contents

Preface to *Handbooks of Communication Science* series — v

## I. Introduction

Annegret F. Hannawa and Brian H. Spitzberg

### 1 Welcome to the *Handbook of Communication Competence* — 3

## II. Paradigms and perspectives

Philip M. Backlund and Sherwyn P. Morreale

### 2 Communication competence: Historical synopsis, definitions, applications, and looking to the future — 11

Charles Pavitt

### 3 Theoretical approaches to communicative competence — 39

Jason S. Wrench and Narissra Punyanunt-Carter

### 4 Epistemological approaches to communication competence — 63

## III. Codes

Robert E. Sanders

### 5 Competence in speaking in interactions — 105

Laura Guerrero and Leslie Ramos-Salazar

### 6 Nonverbal skills in emotional communication — 131

Ulla Bunz and David Montez

### 7 Computer-mediated communication competence — 153

## IV. Components

Chris R. Sawyer and Virginia P. Richmond

### 8 Motivational factors and communication competence — 193

John O. Greene and Jenna McNallie

### 9 Competence knowledge — 213

Brian H. Spitzberg

- 10 The composition of competence: Communication skills — 237**

**V. Personal factors**

Michael J. Beatty and Paola Pascual-Ferrá

- 11 Genetics and communication competence — 273**

Michael L. Hecht and Yu Lu

- 12 Culture and competence: Ethnicity and race — 289**

**VI. Contexts**

Tamara D. Afifi and Samantha Coveleski

- 13 Relational competence — 317**

William R. Cupach

- 14 Communication competence in the management of conflict — 341**

Linda L. Putnam and Samantha Rae Powers

- 15 Developing negotiation competencies — 367**

Pamela Shockley-Zalabak

- 16 Communication competence in organizations and groups: Historic and emerging perspectives — 397**

Allen I. Huffcutt, Satoris S. Culbertson and Sarah E. Riforgiate

- 17 Functional forms of competence: Interviewing — 431**

Sherwyn P. Morreale

- 18 Instructional communication competence in higher education — 449**

Marleah Dean and Richard L. Street, Jr.

- 19 Managing uncertainty in clinical encounters — 477**

Stella Ting-Toomey and Tenzin Dorjee

- 20 Intercultural and intergroup communication competence: Toward an integrative perspective — 503**

Laura Stafford

- 21 Social communicative competencies across the life span — 539**

**VII. Intervention and assessment**

Brian H. Spitzberg

**22 Assessing the state of assessment: Communication competence — 559**

Joann Keyton

**23 Outcomes and the criterion problem in communication competence research — 585**

Lynne Kelly and James A. Keaten

**24 The transformation of everyday talk: The impact of communication technology on notions of communication competence — 605**

Vincent R. Waldron and Stephen Yungbluth

**25 Training and intervention — 629****VIII. The dark side of communication competence**

Loreen N. Olson

**26 The dark underbelly of communication competence: How something good can be bad? — 657**

Annegret F. Hannawa

**27 Miscommunication and error — 683**

Anne M. Nicotera

**28 Verbal and physical aggression — 711****IX. Epilogue**

Brian H. Spitzberg

**29 Problems, paradoxes, and prospects in the study of communication competence — 745****Biographical sketches — 757****Subject index — 765****Author index — 770**

