

Everyday Encounters An Introduction To Interpersonal Communication

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Urban Encounters

This beginner's guide to prayer will guide Catholics who need help learning to pray.

Everyday Encounters : an Introduction to Interpersonal Communication

Tells the story of Jewish survivors inside and outside the displaced-persons camps of the American zone as they built families and reconstructed identities while awaiting emigration to Palestine or the United States. Examines how Germans and Jews interacted and competed for Allied favor, benefits, and victim status, and how they sought to restore normality-- in work, in their relationships, and in their everyday encounters.

Interpersonal Communication

“In the top corner of the window a pale, milky-white wisp is rising almost to the top of our ten-foot ceiling. I am startled but not afraid. Mostly, I am engrossed; I have never seen anything like this before (or since) and it fascinates me.” Dennis

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Waskul writes these lines—about his first-hand experience with the supernatural—in the introduction to his beguiling book *Ghostly Encounters*. Based on two years of fieldwork and interviews with 71 midwestern Americans, the Waskuls' book is a reflexive ethnography that examines how people experience ghosts and hauntings in everyday life. The authors explore how uncanny happenings become ghosts, and the reasons people struggle with or against a will to believe. They present the variety and character of hauntings and ghostly encounters, outcomes of people telling haunted legends, and the nested consequences of ghostly experiences. Through these stories, *Ghostly Encounters* seeks to understand the persistence of uncanny experiences and beliefs in ghosts in an age of reason, science, education, and technology—as well as how those beliefs and experiences both reflect and serve important social and cultural functions.

Everyday Multiculturalism

What happens when an entire modern state's material culture becomes abruptly obsolete? How do ordinary people encounter what remains? In this ethnography, Jonathan Bach examines the afterlife of East Germany following the fall of the Berlin Wall, as things and places from that vanished socialist past continue to circulate and shape the politics of memory. *What Remains* traces the unsettling effects of these unmoored artifacts on the German present, arguing for a

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rethinking of the role of the everyday as a site of reckoning with difficult pasts. Bach juxtaposes four sites where the stakes of the everyday appear: products commodified as nostalgia, amateur museums dedicated to collecting everyday life under socialism, the "people's palace" that captured the national imagination through its destruction, and the feared and fetishized Berlin Wall. Moving from the local, the intimate, and the small to the national, the impersonal, and the large, this book's interpenetrating chapters show the unexpected social and political force of the ordinary in the production of memory. What Remains offers a unique vantage point on the workings of the everyday in situations of radical discontinuity, contributing to new understandings of postsocialism and the intricate intersection of material remains and memory.

Encounters

Psychiatric Encounters presents an intimate portrait of a public inpatient psychiatric facility in the Southeastern state of Yucatan, Mexico. The book explores the experiences of patients and psychiatrists as they navigate the challenges of public psychiatric care in Mexico. While international reports condemning conditions in Mexican psychiatric institutions abound, Psychiatric Encounters considers the large- and small-scale obstacles to quality care encountered by doctors and patients alike as they struggle to live and act like human beings under inhumane conditions. Beatriz Mireya Reyes-Foster closely examines the impact of

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the Mexican state's neoliberal health reforms on how patients access care and doctors perform their duties. Engaging with madness, modernity, and identity, *Psychiatric Encounters* considers the enduring role of colonialism in the context of Mexico's troubled contemporary mental health care institutions.

Jews, Germans, and Allies

In contrast to Walter Benjamin, Henri Lefebvre, and other European thinkers engaged with the concept of the urban, American intellectuals tend to envision the modern city as a dystopia, their perception of urban life influenced by negative stereotypes and fictional depictions in popular culture. In *Urban Encounters*, Helen Liggett challenges this fatalism by approaching the city as a vibrant, lived space. Combining a sophisticated critique of the urban with striking, street-level images, Liggett reclaims the human experience of the city. Liggett's "encounters" with the urban are sequences of images and text that combine the joy of observing with the pleasure of making connections. For Liggett, this entails recognizing both beauty and danger. Alternately complementing and complicating her text, Liggett's photographs capture the small details--the gestures, glances, and reflections--that together compose the urban experience. As a whole, *Urban Encounters* reimagines the city as a site of profound engagement with life.

Archive Everything

Written by leading scholar and award-winning teacher Julia T. Wood, INTERPERSONAL COMMUNICATION: EVERYDAY ENCOUNTERS, 8e relates theory and skills directly to students' everyday interactions as it delivers a solid introduction to interpersonal communication. Completely up to date, the new Eighth Edition integrates the latest communication research, including findings from more than 125 new sources. Reflecting the author's expertise in gender and social diversity, the text includes an unparalleled focus on diversity. The new edition also features increased coverage of social media and an expanded emphasis on ethical choices. It addresses such timely issues as emotional intelligence and forgiveness, interracial relationships, safe sex, ways to deal with abuse from intimates, race-related differences between conflict styles, and the power of language. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Talk to Strangers

An examination of everyday peripheral people and their role in helping others to exercise different aspects of human character draws on interviews with specialists in a variety of disciplines to reveal the unexpected impact of consequential

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strangers on all aspects of life.

Responsibilisation at the Margins of Welfare Services

Communication Theories in Action

Written by leading scholar and award-winning teacher Julia T. Wood, INTERPERSONAL COMMUNICATION: EVERYDAY ENCOUNTERS, 8e relates theory and skills directly to students' everyday interactions as it delivers a solid introduction to interpersonal communication. Completely up to date, the new Eighth Edition integrates the latest communication research, including findings from more than 125 new sources. Reflecting the author's expertise in gender and social diversity, the text includes an unparalleled focus on diversity. The new edition also features increased coverage of social media and an expanded emphasis on ethical choices. It addresses such timely issues as emotional intelligence and forgiveness, interracial relationships, safe sex, ways to deal with abuse from intimates, race-related differences between conflict styles, and the power of language. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Communicating Beyond Language

This book explores the phenomena of the urban everyday and new urban tourism. It provides a systematic framework and draws on a mix of theoretical and empirical work to look at the increasing intermingling of 'tourists' and 'residents'. Tourism and urban everyday life are deeply connected in a mutually constitutive way. Tourism has become a key momentum of urban development and affects cities beyond its economic dimension. Urban everyday life itself can turn into a matter of tourist interest for people searching for experiences off the beaten track. Even living in a city as a resident involves moments, activities and practices which could be labelled as 'touristic'. These observations demonstrate some of the various layers in which urban tourism and everyday city life are intertwined. This book gathers multiple interdisciplinary approaches, a diversity of topics and methodological variety to examine this complex relationship. It presents a systematic framework for the dynamic research field of new urban tourism along three dimensions: the extraordinary mundane, encounters and contact zones, and urban co-production. This book will be of interest to students and researchers across fields such as Tourism and Mobility Studies, Urban Studies, Leisure Studies, Tourism Geography, and Tourism Sociology.

Nonverbal Communication in Everyday Life

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Against the background of China's rapidly growing, and sometimes highly controversial, activities in Africa, this book is among the first of its kind to systematically document Sino-African interactions at the everyday level. Based on sixteen months of ethnographic fieldwork at two contrasting sites in Lusaka, Zambia—a Chinese state-sponsored educational farm and a private Chinese family farm—Di Wu focuses on daily interactions among Chinese migrants and their Zambian hosts. Daily communicative events, e.g. banquets, market negotiations, work-place disputes, and various social encounters across a range of settings are used to trace the essential role that emotion/affect plays in forming and reproducing social relations and group identities among Chinese migrants. Wu suggests that affective encounters in everyday situations—as well as failed attempts to generate affect—should not be overlooked in order to fully appreciate Sino-African interactions. Deeply researched and with rich ethnographic detail, this book will be relevant to scholars of anthropology, international development, and others interested in Sino-African relations.

Achieving Understanding

Packed with the latest research, theory, and real-world practices, COMMUNICATION MOSAICS: AN INTRODUCTION TO THE FIELD OF COMMUNICATION, 8E provides a thorough overview of the discipline as well as practical tools to help you maximize your personal, professional, and public communication skills. It introduces the

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basic processes of communication as well as explains how they are applied in specific contexts. In addition, every chapter includes a section devoted to digital communication and social media. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Everyday Encounters with God

Presents the text of Alice Walker's story "Everyday Use"; contains background essays that provide insight into the story; and features a selection of critical response. Includes a chronology and an interview with the author.

Public Art Encounters

This new book offers a timely and lively appraisal of the concept of communicative repertoires, resources we use to express who we are when in dialogue with others. Each chapter describes and illustrates the communicative resources humans deploy daily, but rarely think about – not only the multiple languages we use, but how we dress or gesture, how we greet each other or tell stories, the nicknames we coin, and the mass media references we make – and how these resources combine in infinitely varied performances of identity. Rymes also discusses how

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our repertoires shift and grow over the course of a lifetime, as well how a repertoire perspective can lead to a rethinking of cultural diversity and human interaction, from categorizing people's differences to understanding how our repertoires can expand and overlap with other, thereby helping us to find common ground and communicate in increasingly multicultural schools, workplaces, markets, and social spheres. Rymes affirms the importance of the communicative repertoires concept with highly engaging discussions and contemporary examples from mass media, popular culture, and everyday life. The result is a fresh and exciting work that will resonate with students and scholars in sociolinguistics, intercultural communication, applied linguistics, and education.

Design, When Everybody Designs

This is a detailed study of understanding in a second language, related to the actual lives of minority workers. The focus is on everyday interactions between these workers and the bureaucrats of the society in which they are now resident. It provides an important contribution to the debate about the function of language as a social practice, adding a new perspective to the psycholinguistic and experimental paradigms, currently existing in second language acquisition research.

Tourism and Everyday Life in the Contemporary City

Student voices invite you to consider others' perspectives on interpersonal communication. Everyday applications help you develop practical communication skills and reflect on how communication principles discussed in the book pertain to your life. Features interesting research and news items about interpersonal communication. Case studies show you how the concepts discussed in the book affect real life interactions.

Latino Heartland

The Turkish-Syrian borderlands host almost half of the Syrian refugees, with an estimated 1.5 million people arriving in the area following the outbreak of the Syrian civil war. This book investigates the ongoing negotiations of ethnicity, religion and state at the border, as refugees struggle to settle and to navigate their encounters with the Turkish state and with different sectarian groups. In particular, the book explores the situation in Antakya, the site of the ancient city of Antioch, the "cradle of civilizations", and now populated by diverse populations of Arab Alawites, Christians and Sunni-Turks. The book demonstrates that urban refugee encounters at the margins of the state reveal larger concerns that encompass state practices and regional politics. Overall, the book shows how and why

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displacement in the Middle East is intertwined with negotiations of identity, politics and state. Faced with an environment of everyday oppression, refugees negotiate their own urban space and "refugee" status, challenging, resisting and sometimes confirming sectarian boundaries. This book's detailed analysis will be of interest to anthropologists, geographers, sociologists, historians, and Middle Eastern studies scholars who are working on questions of displacement, cultural boundaries and the politics of civil war in border regions.

Psychiatric Encounters

Who is God, and how do we know what he's like? In thirty short chapters that cover a wide range of subjects, best-selling authors Fr. Benedict Groeschel and Bert Ghezzi alert us to the manyfaceted ways we can learn about God through the daily circumstances of our lives. The face of God is unveiled by Groeschel and Ghezzi in engaging stories about forgiveness, kindness, conversion, and family, taken from personal experience, Scripture, literature, and the lives of ordinary people. In this unique book, the authors open our eyes to the Lord's attributes -- his love, his providence, his generosity, his justice, his creativity, his preoccupation with beauty, and more—by discovering them in places as varied as the vastness of the heavens, the intricacies of our bodies, the genius of artists, and the love and care of our parents. Questions for personal reflection and group discussion will help readers to look for God themselves each day, as they learn to see him in fresh,

new ways.

Affective Encounters

The impetus for this book is the shift in welfare policy in Western Europe from state responsibilities to individual and community responsibilities. The book examines the ways in which policies associated with advanced liberalism and New Public Management can be identified as influencing professional practices to promote personalisation, participation, empowerment, recovery and resilience. In examining the concept of 'responsibilisation' from the point of view of both the 'responsibilised client and welfare worker', the book breaks from the traditional literature to demonstrate how responsibilities are negotiated during multi-professional care planning meetings, home visits, staff meetings, focus groups and interviews with different stakeholders. The settings examined in the book can be described as on the 'margins of welfare' - mental health, substance abuse, homelessness services and probation work, where the rights and responsibilities of clients and workers are uncertain and constantly under review. Each chapter approaches the management of responsibilities from a particular angle by combining responsibilisation theory and discourse analysis to examine everyday encounters. Taken together, the chapters paint a comprehensive picture of the responsibilisation practices at the margins of welfare services and provide an extensive discussion of the implications for policy and practice. Drawing upon both

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the governmentality literature and everyday encounters, the book provides a broad approach to a key topic. It will therefore be a valuable resource for social policy, public administration, social work and human service researchers and students, and social and health care professionals.

If Then

National immigration debates have thrust both opponents of immigration and immigrant rights supporters into the news. But what happens once the rallies end and the banners come down? What is daily life like for Latinos who have been presented nationally as “terrorists, drug smugglers, alien gangs, and violent criminals”? *Latino Heartland* offers an ethnography of the Latino and non-Latino residents of a small Indiana town, showing how national debate pitted neighbor against neighbor—and the strategies some used to combat such animosity. It conveys the lived impact of divisive political rhetoric on immigration and how race, gender, class, and ethnicity inform community belonging in the twenty-first century. *Latino Heartland* illuminates how community membership was determined yet simultaneously re-made by those struggling to widen the scope of who was imagined as a legitimate resident citizen of this Midwestern space. The volume draws on interviews with Latinos—both new immigrants and long-standing U.S. citizens—and whites, as well as African Americans, to provide a sense of the racial dynamics in play as immigrants asserted their right to belong to the community.

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Latino Hoosiers asserted a right to redefine what belonging meant within their homes, at their spaces of worship, and in the public eye. Through daily acts of ethnic belonging, Spanish-speaking residents navigated their own sense of community that did not require that they abandon their difference just to be accepted. In *Latino Heartland*, Sujei Vega addresses the politics of immigration, showing us how increasingly diverse towns can work toward embracing their complexity.

The Language of Service Encounters

This book presents a sociolinguistic ethnography of the linguistic landscape of Chinatown in Washington, DC. The book sheds a unique light on the impact of urban development on traditionally ethnic neighbourhoods and discusses the various historical, social and cultural factors that contribute to this area's shifting linguistic landscape. Based on fieldwork, interviews with residents and visitors and analysis of community meetings and public policies, it provides an in-depth study of the production and consumption of linguistic landscape as a cultural text. Following a geosemiotic analysis of shop signs, it traces the multiple historical trajectories of discourse which shaped the bilingual landscape of the neighbourhood. Turning to the spatial contexts, it then compares and contrasts the situated meaning of the linguistic landscape for residents, community organisers and urban planners.

Interpersonal Communication: Everyday Encounters

How the archive evolved to include new technologies, practices, and media, and how it became the apparatus through which we map the everyday.

Consequential Strangers: The Power of People Who Don't Seem to Matter. . . But Really Do

Public art is produced and 'lived' within multiple, interlaced and contested political, economic, social and cultural-symbolic spheres. This lively collection is a mix of academic and practice-based writings that scrutinise conventional claims on the inclusiveness of public art practice. Contributions examine how various social differences, across class, ethnicity, age, gender, religion, ability and literacy, shape encounters with public art within the ambits of the design, regeneration and everyday experiences of public spaces. The chapters richly draw on case studies from the Global North and South, providing comprehensive insights into the experiences of encountering public art via a variety of scales and realms. This book advances critical insights of how socially practised public arts articulate and cultivate geographies of social difference through the themes of power (the politics of encountering), affect (the embodied ways of encountering), and diversity (the inclusiveness of encountering). It will appeal to scholars, students and practitioners

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of cultural geography, the visual arts, urban studies, political studies and anthropology.

Animals, Anthropomorphism and Mediated Encounters

This book critically investigates the pervasiveness of anthropomorphised animals in popular culture. Anthropomorphism in popular visual media has long been denounced for being unsophisticated or emotionally manipulative. It is often criticised for over-expressing similarities between humans and other animals. This book focuses on everyday encounters with visual representations of anthropomorphised animals and considers how attributing other animals with humanlike qualities speaks to a complex set of power relations. Through a series of case studies, it explores how anthropomorphism is produced and circulated and proposes that it can serve to create both misunderstandings and empathetic connections between humans and other animals. This book will appeal to academics and students interested in visual media, animal studies, sociology and cultural studies.

Everyday Encounters

This best-selling text by a leading voice in the field offers a distinct alternative to

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existing textbooks for the introductory course in interpersonal communication. This theoretically unified but pragmatic introduction to the concepts, principles, and skills of interpersonal communication in a multicultural society. This text consistently integrates ethics and issues of social diversity into coverage of both discussions and mastery of skills, and it shows how interpersonal communication theory and skills pertain to students' daily encounters with others. With unparalleled attention to social diversity and an emphasis on theories, research, and skills that are anchored in the field of communication, the new edition integrates Web and CD-ROM technology to provide interactive learning experiences for today's digital classroom.

Communication Mosaics: An Introduction to the Field of Communication

This groundbreaking study explores the recent dramatic changes brought about in Japan by the influx of a non-Japanese population, Filipina brides. Lieba Faier investigates how Filipina women who emigrated to rural Japan to work in hostess bars—where initially they were widely disparaged as prostitutes and foreigners—came to be identified by the local residents as "ideal, traditional Japanese brides." *Intimate Encounters*, an ethnography of cultural encounters, unravels this paradox by examining the everyday relational dynamics that drive these

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interactions. Faier remaps Japan, the Philippines, and the United States into what she terms a "zone of encounters," showing how the meanings of Filipino and Japanese culture and identity are transformed and how these changes are accomplished through ordinary interpersonal exchanges. *Intimate Encounters* provides an insightful new perspective from which to reconsider national subjectivities amid the increasing pressures of globalization, thereby broadening and deepening our understanding of the larger issues of migration and diaspora.

What Remains

This text introduces students to a select set of leading theories in the communication field and demonstrates how these theories apply to their lives. Its chapters group theories coherently so that students can compare and contrast different approaches to particular interests in the field (for example: relationships, performance, language, and mass communication).

Ghostly Encounters

The migration of professionals is widely seen as a paradigmatic representation and a driver of globalization. The global elite of highly qualified migrants—managers and scientists, for example—are partly defined by their lives' mobility. But their

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everyday lives are based and take place in specific cities. The contributors of this book analyze the relevance of locality for a mobile group and provide a new perspective on migrant professionals by considering the relevance of social identities for local encounters in socially unequal cities. Contributors explore shifting identities, senses of belonging, and spatial and social inequalities and encounters between migrant professionals and 'Others' within the cities. These qualitative studies widen the understanding of the importance of local aspects for the social identities of those who are in many aspects more privileged than others.

Intimate Encounters

The role of design, both expert and nonexpert, in the ongoing wave of social innovation toward sustainability. In a changing world everyone designs: each individual person and each collective subject, from enterprises to institutions, from communities to cities and regions, must define and enhance a life project. Sometimes these projects generate unprecedented solutions; sometimes they converge on common goals and realize larger transformations. As Ezio Manzini describes in this book, we are witnessing a wave of social innovations as these changes unfold—an expansive open co-design process in which new solutions are suggested and new meanings are created. Manzini distinguishes between diffuse design (performed by everybody) and expert design (performed by those who have been trained as designers) and describes how they interact. He maps what design

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experts can do to trigger and support meaningful social changes, focusing on emerging forms of collaboration. These range from community-supported agriculture in China to digital platforms for medical care in Canada; from interactive storytelling in India to collaborative housing in Milan. These cases illustrate how expert designers can support these collaborations—making their existence more probable, their practice easier, their diffusion and their convergence in larger projects more effective. Manzini draws the first comprehensive picture of design for social innovation: the most dynamic field of action for both expert and nonexpert designers in the coming decades.

Refugee Encounters at the Turkish-Syrian Border

Nonverbal Communication in Everyday Life, Fourth Edition, is the most comprehensive, thoroughly researched, and up-to-date introduction to the subject of nonverbal communication available today. Renowned author Martin S. Remland introduces nonverbal communication in a concise and engaging format that connects foundational concepts, current theory, and new research findings to familiar everyday interactions. Presented in three parts, the text offers full and balanced coverage of the functions, channels, and applications of nonverbal communication. This approach not only gives students a strong foundation, but also allows them to fully appreciate the importance of nonverbal communication in their personal and professional lives.

Interpersonal Communication: Everyday Encounters

This book offers transdisciplinary scholarship which challenges the agendas of and markers around traditional social scientific fields. It builds on the belief that the study of major issues in the global cultural and political economies benefit from a perspective that rejects the limitations imposed by established boundaries, whether disciplinary, conceptual, symbolic or material. Established and early career academics explore and embrace contemporary political sociology following the 'global' and 'cultural' turns of recent decades. Categories such as state, civil society, family, migration, citizenship and identity are interrogated and sometimes found to be ill-suited to the task of analyzing global complexities. The limits of global theory, the challenges of global citizenship, and the relationship between globalisation and situated and mobile subjects and objects are all referenced in this book. The book will be of interest to scholars of International Relations, Political Science, Sociology, Political Sociology, Social Theory, Geography, Area studies and European studies.

Everyday Use

This book shows how department stores and marketplaces in China have become important sites where Chinese people understand, and perform, unequal social

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relations.

Migrant Professionals in the City

This book explores everyday lived experiences of multiculturalism in the contemporary world. Drawing on place-based case studies, contributions focus on encounters and interactions across cultural difference in super-diverse cities to explore what it means to inhabit multiculturalism in our everyday lives.

The Linguistic Landscape of Chinatown

The Fifth Canadian edition of *Everyday Encounters* by Wood/Schweitzer is a theory-based interpersonal communication textbook, unique in its emphasis on theories, research, and skills with attention paid to trends in Canadian social life. The conversational writing style engages students, helping them to connect what they are learning to their personal experience. Social diversity - including awareness of race, economic class, gender, age, and sexual orientation - is woven into discussions of communication theory and skills. This resource also addresses communication challenges, confusions, and issues within friendships, romantic relationships (including abuse and violence between intimates); long-distance relationships, and the use of communication to negotiate safer sex in an era

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shadowed by HIV and AIDS. MindTap is now available for Everyday Encounters. A fully online learning solution, MindTap combines all student learning tools--readings, multimedia, activities, and assessments--into a single Learning Path that guides the student through the curriculum. Instructors can personalize the experience by customizing the presentation of these learning tools to their students, even seamlessly introducing their own content into the Learning Path.

A Beginner's Book of Prayer

The study of every unit of social organization must eventually lead to an analysis of the interaction of its elements. The analytical distinction between units of organization and processes of interaction is, therefore, not destined to divide up our work for us. A division of labor seems more likely to come from distinguishing among types of units, among types of elements, or among types of processes. Sociologists have traditionally studied face-to-face interaction as part of the area of "collective behavior"; the units of social organization involved are those that can form by virtue of a breakdown in ordinary social intercourse: crowds, mobs, panics, riots. The other aspect of the problem of face-to-face interaction—the units of organization in which orderly and uneventful face-to-face interaction occurs—has been neglected until recently, although there is some early work on classroom interaction, topics of conversation, committee meetings, and public assemblies. Instead of dividing face-to-face interaction into the eventful and the routine, I

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propose a different division—into unfocused interaction and focused interaction. Unfocused interaction consists of those interpersonal communications that result solely by virtue of persons being in one another's presence, as when two strangers across the room from each other check up on each other's clothing, posture, and general manner, while each modifies his own demeanor because he himself is under observation. Focused interaction occurs when people effectively agree to sustain for a time a single focus of cognitive and visual attention, as in a conversation, a board game, or a joint task sustained by a close face-to-face circle of contributors. Those sustaining together a single focus of attention will, of course, engage one another in unfocused interaction, too. They will not do so in their capacity as participants in the focused activity, however, and persons present who are not in the focused activity will equally participate in this unfocused interaction. The two papers in this volume are concerned with focused interaction only. I call the natural unit of social organization in which focused interaction occurs a focused gathering, or an encounter, or a situated activity system. I assume that instances of this natural unit have enough in common to make it worthwhile to study them as a type. Three different terms are used out of desperation rather than by design; as will be suggested, each of the three in its own way is unsatisfactory, and each is satisfactory in a way that the others are not. The two essays deal from different points of view with this single unit of social organization. The first paper, "Fun in Games," approaches focused gatherings from an examination of the kind of games that are played around a table. The second paper, "Role Distance," approaches

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focused gatherings through a review and criticism of social-role analysis. The study of focused gatherings has been greatly stimulated recently by the study of group psychotherapy and especially by “small-group analysis.” I feel, however, that full use of this work is impeded by a current tendency to identify focused gatherings too easily with social groups. A small but interesting area of study is thus obscured by the biggest title, “social group,” that can be found for it.

Interpersonal Communication: Everyday Encounters

A comprehensive account of face-to-face interactions in commercial and non-commercial service encounter settings.

Service Encounters

We live in a world in which Google's search algorithms determine how we access information, Facebook's News Feed algorithms shape how we socialize, and Netflix collaborative filtering algorithms choose the media products we consume. As such, we live algorithmic lives. Life, however, is not blindly controlled or determined by algorithms. Nor are we simply victims of an ever-expanding artificial intelligence. Rather than looking at how technologies shape or are shaped by political institutions, this book is concerned with the ways in which informational

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infrastructure may be considered political in its capacity to shape social and cultural life. It looks specifically at the conditions of algorithmic life -- how algorithms work, both materially and discursively, to create the conditions for sociality and connectivity. The book argues that the most important aspect of algorithms is not what they are in terms of their specific technical details but rather how they become part of social practices and how different people enlist them as powerful brokers of information, communication and society. If we truly want to engage with the promises of automation and predictive analytics entailed by the promises of "big data", we also need to understand the contours of algorithmic life that condition such practices. Setting out to explore both the specific uses of algorithms and the cultural forms they generate, this book offers a novel understanding of the power and politics of algorithmic life as grounded in case studies that explore the material-discursive dimensions of software.

Evil in Africa

Connect to the world around you and realize the enormous potential in talking to strangers. Everyday, random encounters really can change lives, when you make them happen the right way and leverage the connection at the other end. *Talk to Strangers* explains how to stand out and tap the potential of others by taking notice of who is standing alongside you on the bank line, the latte pickup point, or the ticket counter at the airport. David Topus' life-changing message is that we

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should "always connect," which means going beyond online relationships and engaging in the random, real-life interactions that have unlimited potential to supercharge businesses, accelerate careers, and enrich your life. Why there is opportunity through the people you meet wherever you go The four key beliefs of successful random connectors Techniques for creating comfort and trust quickly with complete strangers How to optimize and monetize your newly-established contacts When you connect to those in your everyday world, you'll discover the life-expanding potential of random encounters and unlimited opportunities.

Political Sociologies of the Cultural Encounter

William C. Olsen, Walter E. A. van Beek, and the contributors to this volume seek to understand how Africans have confronted evil around them. Grouped around notions of evil as a cognitive or experiential problem, evil as malevolent process, and evil as an inversion of justice, these essays investigate what can be accepted and what must be condemned in order to evaluate being and morality in African cultural and social contexts. These studies of evil entanglements take local and national histories and identities into account, including state politics and civil war, religious practices, Islam, gender, and modernity.

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