

Preface

私たちは生まれてからずっと、家族、友達、教師、愛するペットなど、周りの様々な人々や生き物と、日々コミュニケーションを行ってきました。その意味では、だれもがコミュニケーションの経験に富んでいると言えるでしょう。しかし、「コミュニケーションの仕組み」というのは、実際にはなかなか理解されていません。本書の目標は、コミュニケーションという現象を学問的にやさしく紹介することです。そのため、私は二つの要素を踏まえてこの本を書きました。一つ目は、自分自身が20年以上日本人と日本語で付き合い合ってきた個人的な経験、そして二つ目は、西欧の社会心理学の研究です。

本書は主に二つのパートに分かれています。まず前半は、コミュニケーションに関する基本的な西欧理論の紹介です。よく知られている社会心理学の理論をいくつか選択し、私の個人的な観察や解釈を通して、日本の社会に適用することを試んでいます。紹介している研究は主に西欧圏で行われてきたものですが、それらの理論はコミュニケーションの基礎に関わるものであり、日本の文化にも適用できると思います。例えば第2章で紹介する Social Identity Theory という理論は、文化に関わらず、どんな人にも適用することができます。

後半のテーマは、(主に日本人と英語圏の人との間の) 異文化間コミュニケーションです。このパートでは、はじめに異文化間コミュニケーションの場面で会話が行き詰まりそうな談話、賛辞や謝罪の例などを紹介し、その次に、抽象的な異文化間コミュニケーション概念へと範囲を広げます。一例を

挙げると、なぜ英語の第一人称の「I」と違って、日本語では第一人称の言葉である「わたし」や「ぼく」が文法的に省略できるのかを、個人主義・集団主義の連続体関係という概念に沿って考える、といった内容です。

本書は主に英語で執筆しています。コミュニケーションについて英語で書かれた教科書はすでに何冊かありますが、この本にはそれらと大きく違う点があります。それは、英語を第二言語として話す日本人大学生のニーズを考慮しているということです。また、難しい単語やスラング等については脚注で和訳・説明しているほか、日本語の例文もたくさん含まれています。そのため、英語がある程度理解できる（TOEFLで450点以上目安の）日本人大学生なら、あまり苦勞せずに読むことができるでしょう。

日本人同士のコミュニケーション、または異文化間コミュニケーションに興味を持つ人たちにとって、本書がその学びの入口になれば幸いです。

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1

Introduction

You communicate with other people every day—your family, your friends, your teacher, and even your pets. You have been communicating all of your life, and so you have lots of experience doing it. However, how well do you understand the communication process¹? For example, can you answer the following question?

What is communication?

An obvious² answer to this question is something like the following. Communication is telling something to another person. For example, if I tell you, “Please close the window,” then I am communicating with you. However, this answer is not enough. Let me give an example. We are sitting in a room at your house, the window is open, and it is getting a bit chilly³. I say to you, “It is getting cold in here,” and you get up and close the window. I did not directly⁴ tell you to close the window, and yet you did. I communicated the idea that “I would like the window closed” without using those words. So communication does not necessarily use words.

1 process: 過程, 経過

2 obvious: 明らかな, 見てすぐ分かる

3 chilly: 肌寒い

4 directly: 直接に

Consider the Japanese expression, 「空気を読む」. This expression describes communication without using words. Let us return to the question, “What is communication?” Now we have learned that it is sharing ideas and that it does not always require talking. Here is the definition of communication that we will use:

Communication is the process of defining and sharing meaning.

This definition has two important parts: **defining meaning** (意味を定義する), and **sharing meaning** (意味を共有する). I will talk about these in turn.

■ Defining meaning

If I say to you, “Mimi ni mwalimu,” are we communicating? These words mean “I am a teacher” in the Swahili language. Since you do not understand Swahili, you do not understand my message to you. Therefore, we are not communicating. You must understand the message in order to communicate. If we are using language to communicate, then we must understand the language. Language plays a very important role⁵ in communication: it provides us with a set of words that we both understand. In other words, language defines the meaning of a set of words. For example, if we are communicating in Japanese, then the Japanese language defines the word 「大学」 to mean a “type of school.” Defining meaning is the first step in communication.

Language is one way in which meaning is defined, but it is not the only way. Another way is through nonverbal⁶ communication. For example, Japanese culture defines the action of pointing to your nose as having a specific⁷ meaning, which is “myself.” In contrast, pointing to your nose does

5 play a role: 役を演じる, 役目を果たす

6 nonverbal: 非言語

7 specific: 特定の

A model of communication

Figure 1.1 presents a simple model of communication. The diagram shows How a message is communicated from a speaker to an addressee. The message consists of three components: verbal, nonverbal and paralinguistic. The message is influenced by the context.

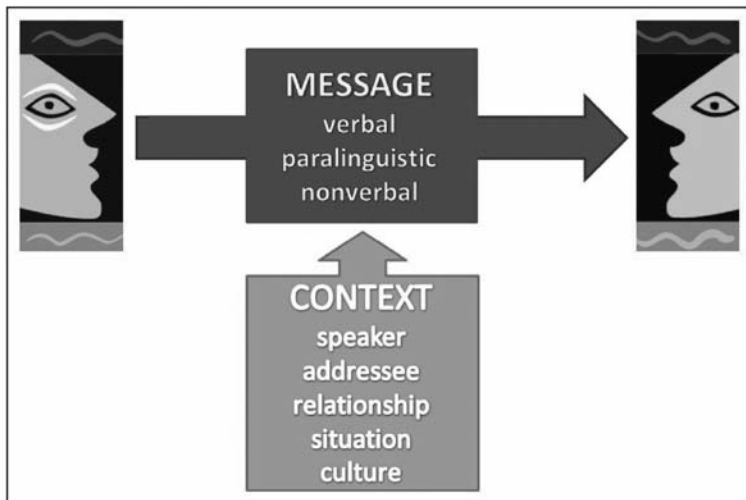


Figure 1.1: A simple model of communication

Key points for Chapter 1

- ▶ Communication is a two-step process:
 1. defining meaning
 2. sharing meaning
- ▶ Verbal meaning (the meaning of words such as 犬) is defined by language. Nonverbal meaning (for example, the meaning of the gesture pointing to your nose) is defined by culture.
- ▶ Communication involves a speaker, a message, and an addressee. The message consists of three components: the verbal message, the nonverbal message and the paralinguistic message.
- ▶ When you share meaning, you adjust the message to match the context. Following is the list of context talked about in this chapter, along with examples.
 - personal characteristics of the speaker (ex., gender of speaker)
 - personal characteristics of the addressee (ex., age of addressee)
 - relationship between the speaker and the addressee (ex., close friends)
 - situation (ex., job interview)
 - culture (ex., Japanese culture)

PRACTICE QUESTIONS

Q 1.1 Sometimes students fall asleep in class. According to the definition given in this book, is this communication? Why or why not?

Q 1.2 For each of the following examples of communication, explain what the meaning of the message is, and how that meaning is being shared.

- a peacock⁵¹ spreading out its tail feathers in order to attract a mate
- clapping⁵² your hands repeatedly
- a dog urinating⁵³ on a tree to indicate its territory

Q 1.3 The word “I” in Japanese has many variants, such as 「おれ」 and 「じぶん」. List five Japanese variants for the word “I” and circle the variant that you use the most often.

Q 1.4 Read the following Japanese and then guess the answers to these questions. Is the speaker a Japanese person? How old is the speaker? Where is the speaker from? Is the speaker male or female?

それを持ってボランティアができてんねん。ほんで、シルバー人材センターで友達ぎょうさんできたん。60過ぎてから。ほんで、もうしょっちゅう飲みに行ってる。友達、物凄いできたん。

Q 1.5 There are foreign Christian missionaries⁵⁴ living in Japan. Their

51 peacock: 雄のクジャク

52 clap hands: 拍手する

53 urinate: 放尿する

54 Christian missionary: キリスト教宣教師

mission is to spread the Christian religion among the Japanese people. One way they do this is by walking along the streets and visiting houses one-by-one. In Japan, many people are of the Buddhist faith⁵⁵. Sometimes, such people do not want to talk to Christian missionaries. After a Christian missionary introduces himself in Japanese, the Japanese person may give a response such as 「英語ができません」, hoping that the missionary will go away. Of course, the missionary is speaking Japanese, so even if the Japanese person cannot speak English, that does not matter⁵⁶. However, there is a very important nonverbal component to the message 「英語ができません」. What is it?

Q 1.6 Turn to page 83 and read the Japanese story about the young man. For the phrase 「考えさせて下さい」, fill in the following information:

speaker: _____
addressee: _____
relationship: _____
verbal message: 考えさせて下さい
nonverbal message: _____

55 faith: 信仰

56 does not matter: 関係がない

2

Categories, Prototypes, and Groups

This chapter examines how people view the world. The ideas presented here are important to our understanding of the communication process. People who view the world differently communicate with the world around them differently. The chapter begins by introducing the idea of a category.

Categories

Psychology research has shown that people view the world as categories¹ (Geeraerts 2006). They see something and subconsciously² assign³ it to a category. A **category** is a collection of examples of similar phenomena, objects, ideas, and so on, with a single label. For example, when you see a poodle, you assign the animal to the category with the label of DOG. You make this decision based on your knowledge of the characteristics of dogs (they bark⁴, walk on four legs, have fur), and the characteristics of the poodle (it barks, walks on four legs, has fur). You then naturally think that

1 category: カテゴリー

2 subconsciously: 無意識的に

3 assign: 割り当てる

4 bark: 吠える