

GLOSSARY

active listening: listening that focuses attention on the speaker, confirms what one hears, and responds to what is said.

connotation: the suggestive emotional content or significance of a word, additional to its exact meaning; implication.

convey: to communicate or make known; impart.

critical listening: listening in order to analyze and evaluate a speaker's words.

cue: a reminder; a hint or suggestion.

deceptive: tending to deceive, betray, or trick; dishonest.

defensive: constantly protecting oneself from criticism, exposure of one's shortcomings, or other real or perceived threats to oneself.

denotation: 1. the act of distinguishing by name; a marking off. 2. that which indicates; a sign.

escalate: to increase, enlarge, or intensify in a gradual manner.

euphemism: substitution of a mild or agreeable term for one considered harsh or blunt.

incomprehensible: difficult or impossible to understand or comprehend.

interaction: exchange between two or more people.

jargon: the specialized or technical language of a trade, profession, or similar group.

misinterpret: to interpret or explain inaccurately.

mislead: to lead into erroneous thought or action, especially by intentionally deceiving.

obscure: not clearly understood or expressed; dim or vague.

passive: not participating or acting.

passive listening: listening without really thinking about what is being said.

scenario: an outline or plan of an expected sequence of actions or events.