

CONTENTS

ACKNOWLEDGMENTS	11
PREFACE	13
ONE Different Words, Different Worlds	23
TWO Asymmetries: Women and Men Talking at Cross-purposes	49
THREE "Put Down That Paper and Talk to Me!": Rapport-talk and Report-talk	74
FOUR Gossip	96
FIVE "I'll Explain It to You": Lecturing and Listening	123
SIX Community and Contest: Styles in Conflict	149
SEVEN Who's Interrupting? Issues of Dominance and Control	188
EIGHT Damned If You Do	216
NINE "Look at Me When I'm Talking to You!": Cross Talk Across the Ages	245
TEN Living with Asymmetry: Opening Lines of Communication	280
NOTES	299
REFERENCES	310
INDEX	321