

## CONTENTS

|   |     |
|---|-----|
| ACKNOWLEDGMENTS                         | ix  |
| PREFACE                                 | xi  |
| INTRODUCTION                            | 1   |
| I PERFORMANCES                          | 17  |
| II TEAMS                                | 77  |
| III REGIONS AND REGION BEHAVIOR         | 106 |
| IV DISCREPANT ROLES                     | 141 |
| V COMMUNICATION OUT OF<br>CHARACTER     | 167 |
| VI THE ARTS OF IMPRESSION<br>MANAGEMENT | 208 |
| VII CONCLUSION                          | 238 |