



## TWO VIEWS ABOUT COMMUNICATION

### Transmission model

- suggests that communication is a **tool** that we use to exchange information

### Social Constructionist model

- suggests that the way we communicate, as well as the content of what we say, shapes how we feel about ourselves, the person speaking, and even others who are not in the room.

# Coordinated Management of Meaning (CMM) Theory

Pearce and Cronen



# Coordinated Management of Meaning

*assertion:*

**Persons-in-conversation co-construct their own realities and are simultaneously shaped by the worlds they create**





# Perspectives of CMM

## *assertion:*

**Persons-in-conversation co-construct their own realities and are simultaneously shaped by the worlds they create**

1. We construct our social worlds in communication.



# Perspectives of CMM

## *assertion:*

**Persons-in-conversation co-construct their own realities and are simultaneously shaped by the worlds they create**

2. Communication is fundamentally relational.



# Perspectives of CMM

## *assertion:*

**Persons-in-conversation co-construct their own realities and are simultaneously shaped by the worlds they create**

3. Communication is both representative and constitutive.



# Perspectives of CMM

## *assertion:*

**Persons-in-conversation co-construct their own realities and are simultaneously shaped by the worlds they create**

4. Communication is consequential.



# Tenets of CMM

1. The **experience of persons-in-conversation** is the primary social process of human life.





# Tenets of CMM

2. The **way people communicate** is often more important than the content of what they say.



# Tenets of CMM

3. The actions of persons-in-conversation are **reflexively produced** as the interaction continues.



# **CMM as an Analytical Tool**

## **Making and managing meaning**



# Making and managing meaning

Communication involves coordinating actions and managing meanings.





# Making and managing meaning

Meaning making is contextual and flexibly hierarchical.

what are other words for meaning-making?



intentionality, life-world, lived experience, phenomenology, lifeworld





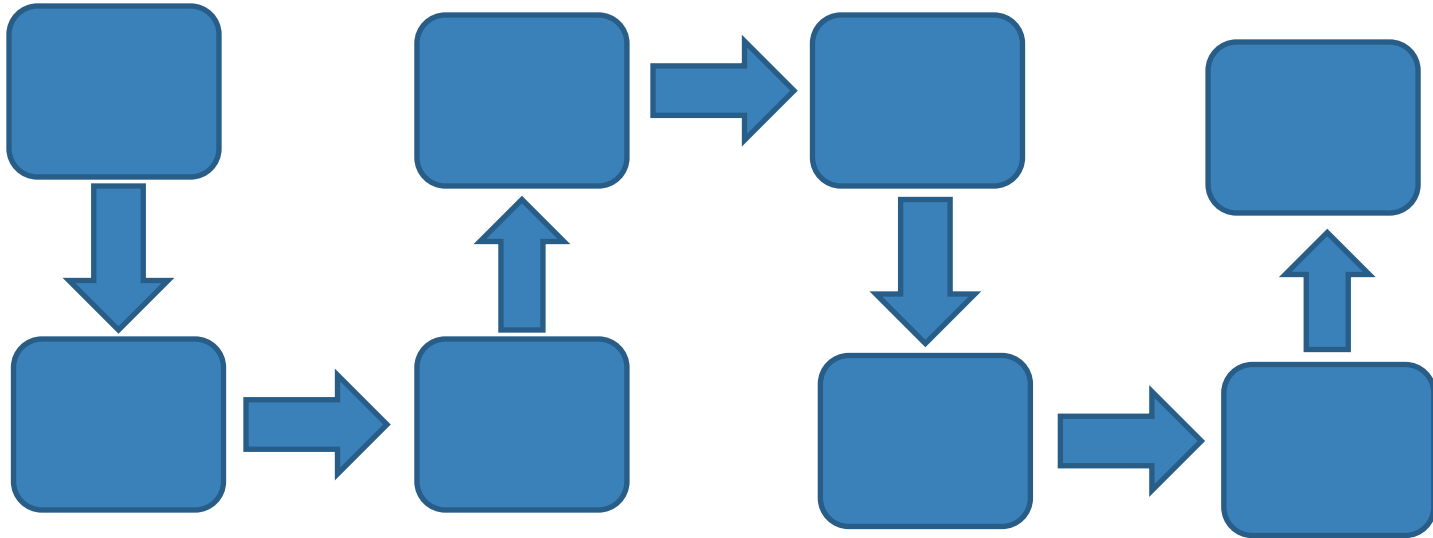
# Making and managing meaning

## The hierarchy model



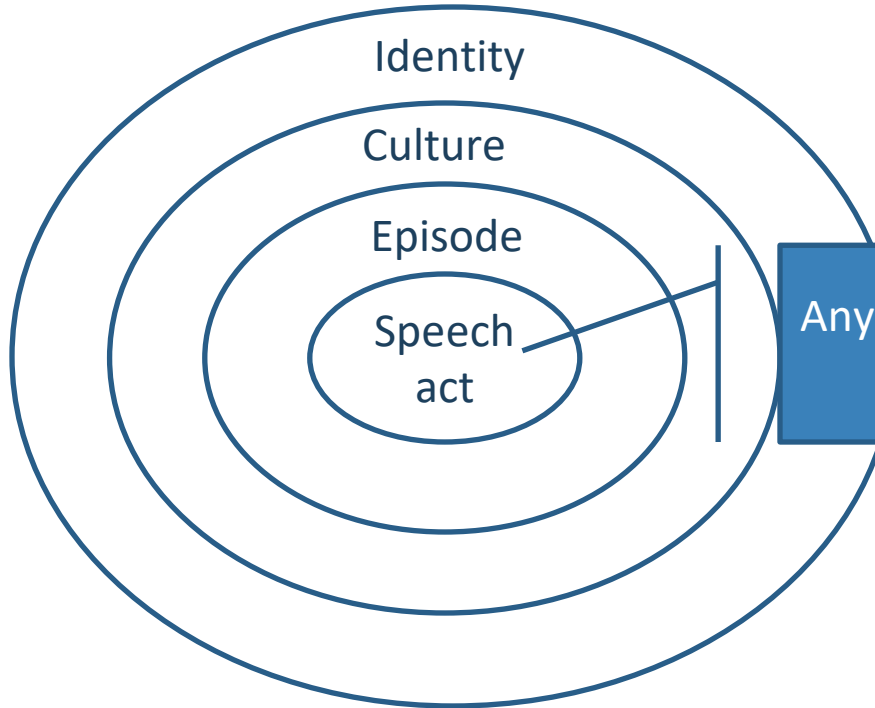


# The serpentine model

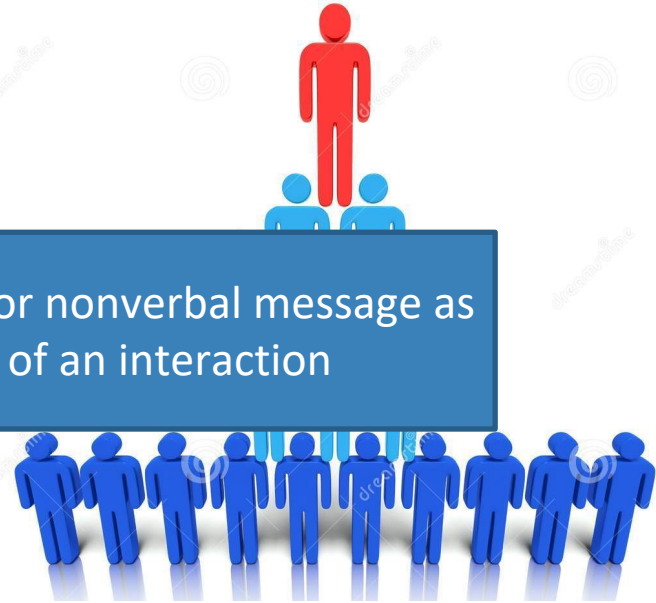





# The hierarchy model




Any verbal or nonverbal message as part of an interaction





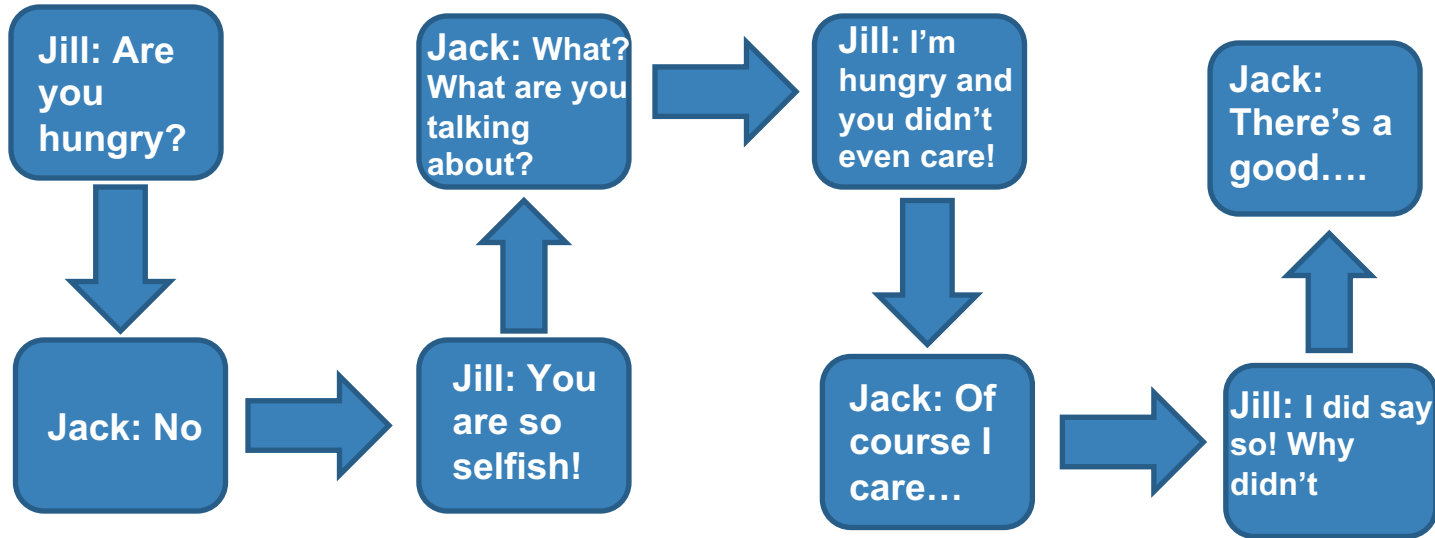


Jack and Jill have just watched a movie together; Jack is driving them home. They are riding in a companionable silence when the following conversation occurs..

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- (1) Jill: Are you hungry?
  - (2) Jack: No.
  - (3) (Pause)
  - (4) Jill: You are so selfish!
  - (5) Jack: What? What are you talking about?
  - (6) Jill: I'm hungry and you don't even care!
  - (7) Jack: Of course I care! I didn't know you were hungry! If you want something to eat, why didn't you say so?
  - (8) Jill: I did say so! Why don't you listen better?
  - (9) Jack: There is a good Italian restaurant in the next block. I'll stop there.
  - (10) Jill: Don't bother! I'm not hungry any more. Take me home.



# The serpentine model





Are you  
**hungry?**

Speech act

Episode

Relationship

Identity

Culture

That dress  
sure looks nice  
on you.



**Episode**

**Relationship**

**Identity**

**Culture**



**Episode**

**Relationship**

**Identity**

**Culture**



# Making and managing meaning

When two people engage in a conversation, they each come with a host of past conversational experiences from previous social realities.

West and Turner (2010)





# Making and managing meaning

Our storied experiences can be many faceted.



Jensen and Penman (2018)



# Story Telling

The **stories** that we  
**tell** differ from the  
**stories** that we  
**live.**





# The LUUUUTT model

Unheard stories

Untold stories

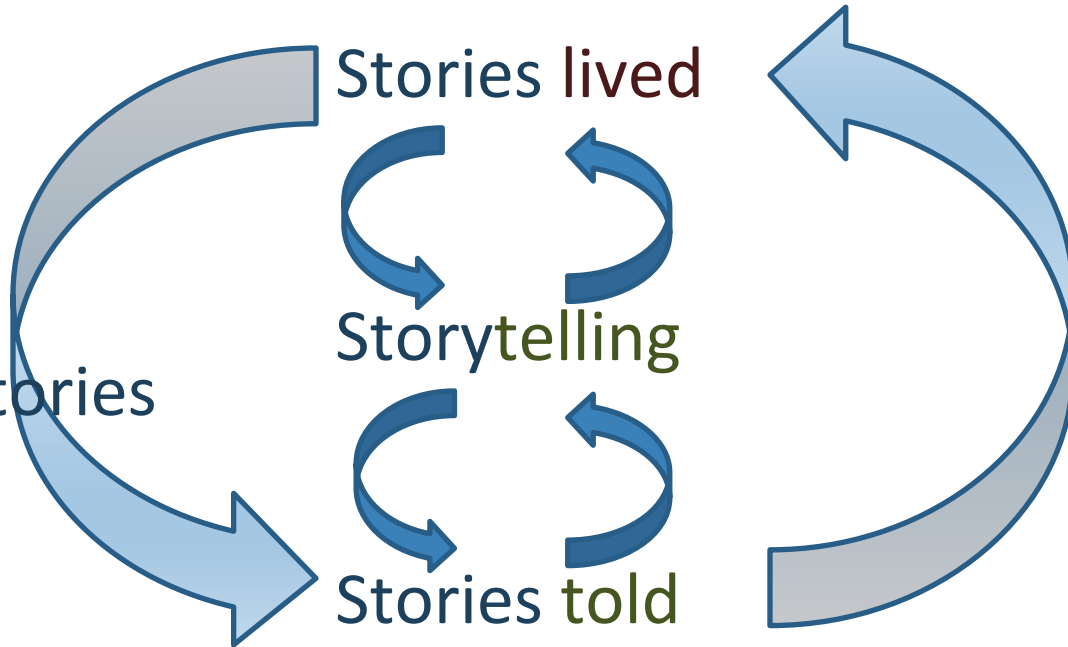
Stories lived

Storytelling

Stories told

Unknown stories

Untellable stories

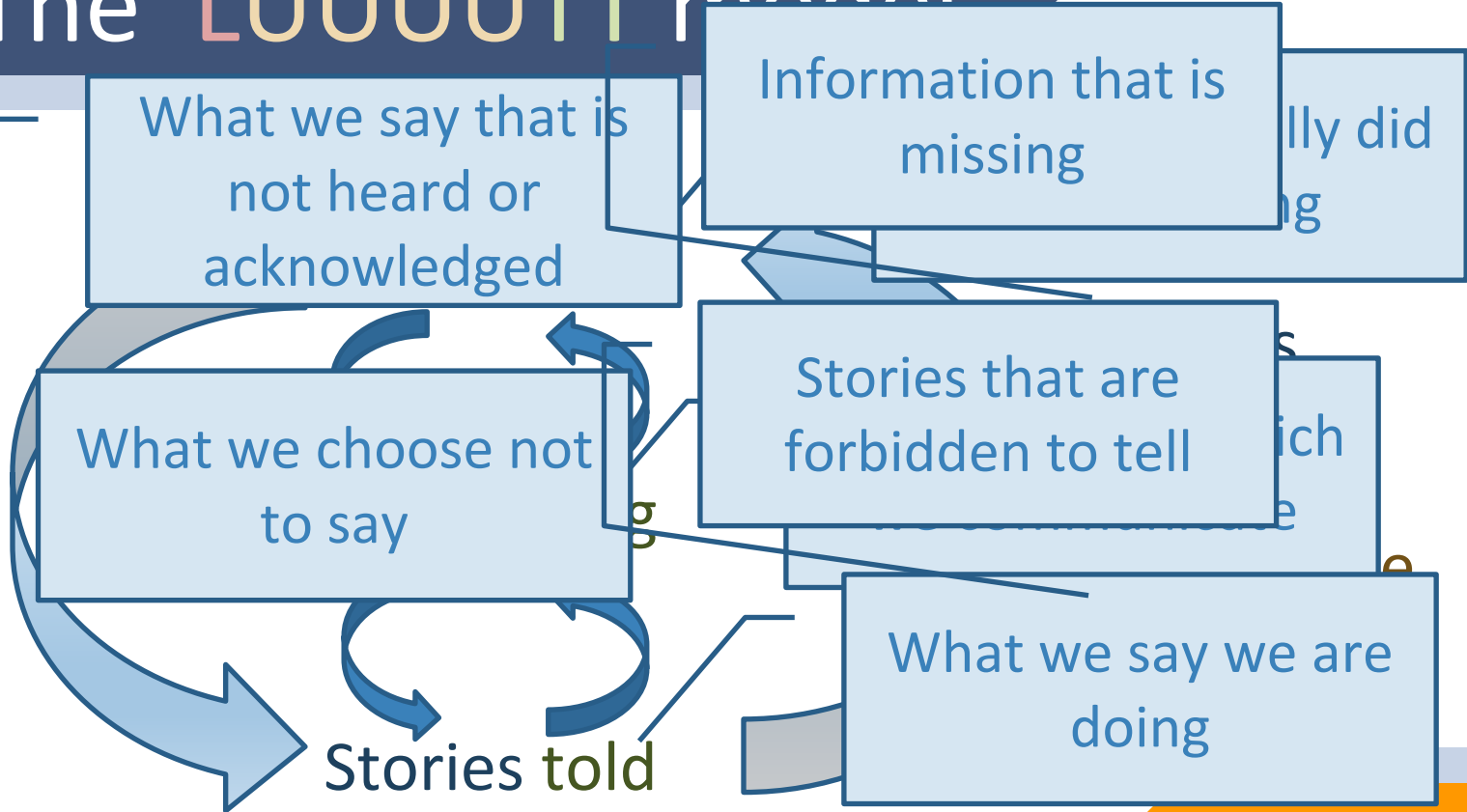




# The LUUUUTT model

Unheard stories

Untold stories





# Goal of CMM

## Creating a better world

# Maxims to live by

- Treat all stories, your own as well as others, as incomplete, unfinished, biased, and inconsistent.
- Treat your own stories as “local”, dependent on your own perspective, history, and purposes.
- Treat stories that differ from your own as “valid” within the framework of the other person’s perspective, history, and purposes.
- Be curious about other people’s stories.