

ГЛОССАРИЙ

N п/п	Новое понятие	Содержание
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1.	Communication	is when someone lets someone else know something, in other words, when a sender gives a recipient a message.
2.	Channel	is the means that sender and recipient use to communicate.
3.	The four aspects of a message	include referential aspect, expressive aspect, relational aspect, appealing aspect.
4.	Non-verbal signals	include intonation, facial expression, posture, outward appearance of texts, etc.
5.	Cursing	is a form of communication with little more than an expressive purpose, and hardly any actual information.
6.	The main characteristic of successful communication	is that the recipient interprets the message in the same way as the sender.
7.	Sender purposes	are to inform, to comment, to instruct, to evoke emotions, to maintain relations.
8.	Recipient needs	are to be informed, to receive opinion/confirmation, to receive instructions, to have emotions, to have good relations.
9.	Impression	is when someone tends to stress his strong points.
10.	Facade behaviour	is when someone tends to cover up his weak points.
11.	Feedback	is a part of the response from which the sender can infer how his message has been received .

12.	Visual aids	include diagrams that explain, charts and graphs that repeat data, cartoons or models, pictures that clarify or emphasise, flip charts or demonstrations that reveal outlines or processes.
13.	Ways to settle a dispute	include war, violence, blackmail, bribery, letting fate decide, or voting.
14.	Solving a dispute	means that both parties try to convince each other that they are right.
15.	An argumentation	is a combination of statements of which one (the opinion or conclusion) is supported by one or more other statements.
16.	To argue	means that someone tries to prove that a statement is correct by means of one more other statements (arguments).
17.	An opinion (conclusion)	is a view of reality that is not shared by everyone, in other words a statement that is or may be disputed.
18.	Simple argumentation (basic form)	consists of two statements: an opinion supported by an argument.
19.	Multiple argumentation	is a combination of two or more simple argumentations: one opinion is supported by two or more arguments.
20.	Subordinate argumentation	means that one argument is supported by another argument.
21.	Signals	include: signals of opinion, signals of arguments, and signals of multiple or subordinate argumentation.
22.	Masked arguments	are the arguments and/or opinions that are presented in another form, e.g., a question or exclamation that on reflection should be interpreted as an argument, so they do not immediately show their true appearance.
23.	Fallacy	is an argumentation that is misused.

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24.	Common knowledge arguments	are factual arguments that everyone knows and believes, without any source.
25.	Common sense arguments	are non-factual arguments and they are generally accepted value arguments that most people will consider self-evident.
26.	Analogy	if something happened in a certain situation, the same will happen in a similar situation.
27.	Generalisation	if something holds good for case a (b, c, etc.), then it holds good in all cases.
28.	Causality argumentation	from a certain situation (the cause) a certain result is expected (conclusion), or the argument states the result of the situation mentioned in the conclusion.
29.	Authority argumentation	if authority X says A is true, A is true.
30.	Argumentation from quality for judgement	if something/someone shows quality/property X, judgement Y on this thing/person is justified.
31.	Argumentation from purpose to means	if you want purpose X to be reached, you must take measures/means Y.
32.	Other fallacies	include: personal attack, manipulating the audience, straw man: twisting someone's opinion, evading or shifting the onus of proof, circular argument.
33.	For/so test	is one of way to determine whether a statement is an argument or an opinion. To do this one should be able to place for or so between the two parts of argumentation.