

Chapter

Reviews

Review Interpersonal Test #1

Communication Model

Feed forward / Feed back

Definitions: Interpersonal Communication

Interpersonal Competence

Six principles of Interpersonal Communication

Five purposes of Interpersonal Communication

Self concept – Where does self concept come from?

Self awareness

Johari window

Rewards and dangers of self disclosure

Managing apprehension

Five stages of perception

Seven perception errors

Four types of listening

Four causes of poor listening / Effective listening

Review for Test # 2 (Ch. 10, 11, 12, 13, & 14)

Ch 10

Relationship Stages

Ch 11

Affinity Seeking/ Disengagement strategies

Ch 12

Reciprocity/ Receptivity

Networking

Family- Primary relationship

Six types of Love

Ch 13

Principles of Conflict

Conflict Strategies

Relationship conflict vs. Content conflict

Verbal Aggressiveness/ Argumentativeness

Positive & Negative Aspects of Conflicts

Defining Conflict in Specific Terms

Face- Detracting/ Face Enhancing Strategies

Conflict Styles

Ch 14

Self- Esteem

Self Destructive Beliefs

Nourishing/ Noxious People

Principles of Interpersonal Power

Communicating Confidence

Competence Gaining Strategies

Power Plays

Six Kinds of Power

Nonassertive/ Aggressive/ Assertive/ Passive- Aggressive

Essays

Be able to explain the relationship stages and give an example of the kind of communication that takes place at each stage.

Contrast and explain three productive conflict strategies with three unproductive strategies.

Interpersonal Communication – Review – Test #3

Ch.5

Abstraction ladder p.95

Seven barriers to effective verbal communication – handout

Discrimination / Confirmation / Rejection p.99

Denotative / Connotative messages

Indirect / Direct messages

Ch. 6

Channels of nonverbal communication

Emblems, Illustrators, Affect, Regulators, Adaptors p.119

Proxemic distances p.125

Paralanguage p.130

Ch. 7

Obstacles to communicating emotions p.150

Primary emotions p.145

Guidelines for Communicating Emotions – handout

Anger Management – SCREAM – handout

Ch. 8

The conversation process p.163

Speaker / listener cues p.175

Essay Questions: #1 – 10 pts #2 – 20 pts #3 – 20 pts

1) Explain the difference between denotative and connotative messages.

2) List six ways that nonverbal is used with verbal communication and explain each. (p.117)

3) Explain each of the following aspects of anger management. (SCREAM)

Self

Context

Receiver

Effect

Aftermath

Messages