

David Proano

Dr. Sharron Greaves

Introduction To Communications

Fall Semester, September 27, 2022

Chapter 2 Experience Communication Case Study

1. Dr. Tim Muehlhoff quoted the following statement from *The Miracle of Dialogue*: “I cannot hear you because of what I expect you to say.” Recall some instances in your own life where you have been unable to hear what someone was saying because of your expectations and stereotypes of that person.

Well, one instance in my life where I was unable to hear what someone was saying because of my expectations and stereotypes of a person was when meeting someone who was known to be shy, awkward, and tried to stay away from everyone either in a shy way or not wanting to be with people. People stated how they weren't keen on speaking with anyone and wanted to stay away. That's when I wanted to try and talk to them and see if they wanted to join an activity. When I tell you I was amazed at their response, I was amazed. It was like a completely different person than I was told I would encounter. They seemed to be so glad someone came up to them to be included, and I was just stunned. To this day, they are one of my best mates and I thank myself for having the courage to communicate with them.

2. Dr. Muehlhoff also noted that he had seen a book entitled, *What Would Machiavelli Do? The Ends Justify the Meanness*. He then suggested that there are many people we might pick as our ethical guides. Whom would you pick as your guide for ethical communication? Fill in the blank in this sentence: What would ___ do? What ethical principles for communication follow from your choice of an ethical guide?

I believe Jesus would be my guide to ethical communication. What would Jesus do? Jesus was all knowing and knew for the better what people thought, acted, and cared about. He cared for the people and would put his best into what he said to anyone.

3. What ethical choices did Dr. Muehlhoff make in his conversation with Jenna Hiller about the relevance of ethics to communication?

The ethical choices that Dr. Muehlhoff made in his conversation with Jenna Hiller about the relevance of ethics to communication were to find a right guide to show you the way of ethical communication. To choose what is right for everyone, and to try and respect everybody.

4. Review “The New Employee,” the case study for Chapter 1. What ethical choices did the senior employee make in communicating with Toya?

The ethical choices that the senior employee made in communicating with Toya was how she made sure how comfortable she was in this new environment. She made sure that she knew how Tory felt about herself at this job and how she could respond to different things. The senior employee made sure she didn't feel like she did wrong and made her feel like she wanted to help her grow.