

Marcus S Navarro

Professor Sharron Greaves

COM107: Intro to Communications

10 October 2022

Experience Communication Case Study: Chapter 4

1. Some examples of *you*-language in this conversation can be seen within Bernadette's dialogue. She discusses to Celia her lack of housekeeping manners as she is extremely frustrated that her roommate cannot keep things clean. The *you*-language, or statement, can "tend to be accusations that are abstract and unspecific." (Wood 87) Examples of the *you*-language are statements such as "you hurt me" or "you humiliated me" (Wood 86). And we can see that in Bernadette's dialogue when she says "you're so messy" and "your mess makes me really miserable." (Wood 90) We can change it to *I*-language is Bernadette fully explaining the situation to Celia instead of making aggressive remarks. So an example would be Bernadette saying to Celia, "I feel that your housekeeping skills need some improvement because it makes me feel uncomfortable when you have your shoes placed randomly or when you dropped your bag in the middle of the room." So instead of Bernadette saying "you're messy" she can explain further how the messy environment makes her feel in a civil and respectful manner so that there can be a solution.

2. Examples of loaded language and ambiguous language can be seen in this dialogue. Ambiguous language can be defined as "Language is ambiguous, which means it doesn't have clear-cut, precise meaning." (Wood 68) Loaded language can be defined as "words that slant

perceptions, and thus meanings, exceedingly. Loaded language encourages extreme perceptions.” (Wood 79) Ambiguous language can be seen when Bernadette uses the word “messy.” The word messy can be associated with dirty or filthy. So Bernadette sees Ceila as messy due to her disorganization. However, to Celia that word can mean something different. Meaning she has a different understanding and interpretation of the word “messy”, and in this case she sees it as being comfortable. Loaded language can also be seen with the word “messy.” The word “messy” can be associated with and or defines someone who is disordered and sometimes unsanitary. An alternative for the word “messy” can be disorganized to use it in a respectful manner.

3. In some ways I do agree with Celia that the problem is Bernadette. The only reason why I say that is because Bernadette should've been more vocal about the situation instead of staying silent. But on the other hand, I do feel like Celia is also the problem. Since Celia is not washing the pots and dishes and leaving them there for hours after she cooks just for Bernadette to clean up after her, it's frustrating. In a way, I personally feel Bernadette's frustrations because I have the same issue with my older sister. My older sister is messy, disorganized and also very inconsiderate. I was often left to pick up after her and believe me I got extremely frustrated because it got tiring and was extremely unfair to me. I was being vocal but the problem is my sister wouldn't listen to me. And still to this day, I have the same problem with her. So in some ways I can understand Bernadette's frustrations. However, I do believe that Bernadette should've been more vocal about the situation instead of letting it accumulate, and for Celia she could at least clean up after herself instead of having Bernadette clean up after her.

4. In this dialogue, there are very few extents that Ceila and Bernadette engage in dual

perspective to understand each other. Dual perspective can be defined as “recognizing another person’s point of view and taking that into account as you communicate.” To some extent it can be seen within the girl’s dialogue. For example, when Bernadette expresses the messiness, Celia, in some ways, takes that into account but confuses and interprets it for being comfortable. But in all reality and in this case, Bernadette and Ceila don't really engage in dual perspectives because they don't understand each other.