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NYACK COLLEGE

SCHOOL OF SOCIAL WORK

UNDERGRADUATE PROGRAM

SWK 246- INTERPERSONAL COMMUNICATION SKILLS

**Midterm Examination**

Multiple choice (5 points each)

1. In regards to physical needs, communication
  - a. Does not impact our physical health at all. We benefit more from isolation than communication
  - b. Is enhanced by the more negative relationships a person has growing up. This helps them to become strong and communicate more effectively
  - c. Can lead to improvement in physical health.
  - d. Is not for everybody
  
2. The process of communication
  - a. Is always and only between a sender and a receiver
  - b. Is not impacted by noise if a person is competent enough
  - c. It the same no matter what channel you send it in.
  - d. Includes more than one entity sending and receiving messages at the same time.
  
3. When considering the principles of communication, it is clear that
  - a. Communication is Irreversible
  - b. Communication can be done over to get a fresh start
  - c. Communication is only done by competent people
  - d. Communication is never unintentional
  
4. Competent Communicators
  - a. Behave the same way in a variety of situations, as they show their realness by their consistency.
  - b. Are able to choose their actions from a wide range of behaviors
  - c. Are most effective when they understand their own points of view and not that of others
  - d. Don't need to practice or learn new skills. They are gifted. No improvements needed.
  
5. Disinhibition refers to
  - a. The lack of desire one has to motivate themselves to communicate
  - b. The tendency for people to express themselves more honestly, bluntly when online and with less caution and less self- monitoring.

- c. When others diminish the ability of someone to communicate effectively
- d. To gather as much restraint as possible to increase empathy in our communications with others

True or False (5 points each)

- 6. The self- concept refers to the relatively stable set of perceptions you hold about others T
- 7. The self- esteem refers to evaluations of self- worth T
- 8. Reflected appraisal refers to the fact that each of use develops a self- concept that reflects the way we believe others see us T
- 9. Manner consists of a communicator's words and nonverbal actions T
- 10. Our authors concluded that concerning self- disclosure, lying can be a very useful tool in preserving important relationships. F

Essay Questions (25 points each)

- 11. Describe empathy and the three components of empathy outlined in our text. Discuss the difference between empathy and sympathy.

According to the book there are three different components that lead to empathy the first of which is an emotional aspect which includes the need to feel emotions when it comes to the situation and the person, basically implying that when the person is sad then we must feel compassion for them. Then there is the genuine concern actually loving and caring about the person and how they are impacted. Finally there is the aspect of taking someone's perspective being able to understand where the person is coming from and taking their side in the matter. These three aspects within a relationship will lead to the deepest form of empathy. The difference between empathy and sympathy is that sympathy is from your perspective and empathy you view the situation from their perspective. You take on the situation with them, meaning that you join the persons in their experience, which creates a deeper bond and you can do this without agreeing with that person.

- 12. Explain the 5 positions of pillow method.

This method is somewhat like a ladder that you climb up from the beginning where you aren't willing to learn to later willing to learn. The first of the five positions is the idea of I am right and you are wrong this perspective this is the easiest position for us to take, when you take up this position you are often close minded and are not able to learn a lot from your experience. Next you can look at the perspective of you are right and I am wrong, this perspective implies you take on the other side and learn to see that they may have a point in the long run. Then there's the we are both right position where both sides see that they are both have flaws and truths. Then the 4th point is that the problem isn't as important as it once seemed when the agreement first came up now both sides realize in the grand scheme of things is that it is not as important and critical as what they first thought. The 5<sup>th</sup> and final aspect was that all sides and positions have value and truth and even though the argument may not come to a conclusion it was not fully as valuable. You must accept the truth that not every argument would have been won.