

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  
\_\_F\_\_
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. Empathy is the ability to feel and experience another person's situation, almost as they do. Empathy involves perspective taking, genuine concern for the other person and helps us to get closer to the other person emotionally. Sympathy is to view another person's situation from your own point of view, which limits our own ability to interpret the situation and the experience another person may have.
12. Explain the 5 positions of pillow method. I think this method is good for de-escalation or for moving through interpersonal dispute/conflict. I also believe it takes practice, humility and being open minded.

The five methods of the pillow method include:

Position 1: I'm right, you're wrong. Validate your argument.

Position 2: Your right. I'm wrong. Look for validity in other person's position/perspective.

Position 3: Both right. Both wrong. Considering that you both have valid or mistaken points/perspective.

Position 4: the issue is not important. Is this a make-or-break argument/disagreement.

Position 5: There's truth in all positions.