

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 _____
- 7. The self- esteem refers to evaluations of self- worth _____
- 8. Reflected appraisal refers to the fact that each of use develops a self- concept that reflects the way we believe others see us _____
- 9. Manner consists of a communicator's words and nonverbal actions
- 10. Our authors concluded that concerning self- disclosure, lying can be a very useful tool in preserving important relationships.

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.
- 12. Explain the 5 positions of pillow method.