

NYACK COLLEGE  
SCHOOL OF SOCIAL WORK  
UNDERGRADUATE PROGRAM  
SWK 246- INTERPERSONAL COMMUNICATION SKILLS

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**Midterm Examination**

Multiple choice (5 points each)

1. In regard 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.
- The lack of desire one has to motivate themselves to communicate.
  - The tendency for people to express themselves more honestly, bluntly when online and with less caution and less self- monitoring.**
  - When others diminish the ability of someone to communicate effectively
  - To gather as much restraint as possible to increase empathy in our communications with others.

True or False (5 points each)

- The self- concept refers to the relatively stable set of perceptions you hold about others **(False)**
- The self- esteem refers to evaluations of self- worth **(True)**
- Reflected appraisal refers to the fact that each of use develops a self- concept that reflects the way we believe others see us **(True)**
- Manner consists of a communicator's words and nonverbal actions **(True)**
- Our authors concluded that concerning self- disclosure, lying can be a very useful tool in preserving important relationships. **(True)**

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 when you can feel what a person thoughts and feelings are regardless of what the situation is for the individual. It is also when you're able to put yourself in the individual's place and know what they are feeling. The first dimension is "perspective taking" and this is when you're able to set your thoughts or opinions to the side and try to understand what the person is going through. The second dimension is "emotional" and this allows a person to feel the emotions of what an individual is feeling such as happy, sad, worried, etc. And the third dimension is "genuine concern", and it is when we go beyond feeling for the individual and we care so much about their well-being. The difference

between sympathy and empathy is that with sympathy we tend to look at what the individual is going through from the way we're looking at the situation. And empathy we tend to look at it with from the individual's way how they view their situation.

12. Explain the 5 positions of pillow method.

The first position "I'm Right, You're Wrong" this is the approach everyone has at first of feeling that they are right, and the other person is wrong when having a discussion or issue with someone. The second position is "You're Right, I'm Wrong" this is when you're to switch it up as you bring valid points to the argument or discussion and the other individual coming to realization that in fact the valid points are in fact strong (for some this might be difficult). The third position is "Both Right, Both Wrong" when you both parties involved take account of the rights or wrong of the argument or discussion and find a common ground and share their different perspectives. The fourth position "The Issue Isn't as Important as It Seems" when you come to realize that whatever the discussion isn't as important as you thought it was when having the discussion, and just let it go. And the fifth position is "There Is Truth in All Four Perspectives" is knowing that the four previous positions are real, and through having the experiences and encounters that we have with people are true to us. And it also helps in the way we understand other individuals and their differences, and it's all a learning experiences with the people that we encounter in our lives.

## References:

Adler, R. B. and Russell F. P. II. (2017). *Looking Out Looking In*. Cengage Learning