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SWK246

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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
- 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)

6. The self- concept refers to the relatively stable set of perceptions you hold about others
FALSE_____
7. The self- esteem refers to evaluations of self- worth **_TRUE**_____
8. Reflected appraisal refers to the fact that each of use develops a self- concept that reflects the way we believe others see us **_TRUE**_____
9. Manner consists of a communicator's words and nonverbal actions **TRUE**
10. 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.
12. Explain the 5 positions of the pillow method.

11) Describe the empathy and the three components of empathy outlined in our text . Discuss the difference of Empathy and Sympathy

Empathy is to be in a position of another person's perspective or situation completely not partially. This will help us understand the world they are in , through empathy we feel the same way the other person feels, to be literally in their shoes or perspective (Chapter 4 page 128) .. Sympathy is whereby I view the other person's situation from my own point of view. It is different from Empathy where one can view others' perspectives in their own point of view and do something about it .

Mostly even though I may be being judgemental, apparently the view I have towards the other person doesn't change and doesn't really care to find out the whys and hows of the other's perspective or situation. So mostly the bad part of Sympathy is that we see and do nothing about a situation, sometimes we quickly pass some judgment without knowing the real situation which is totally different from Empathy. And above all Sympathy doesn't change anything but can even cause more frustration or it will even make things worse for the recipient.

The First initial component is to engage in Perspective-taking exercise, this is whereby we leave our own world joining the other trying to understand and taking point of view of others suspending or taking aside my opinions and my judgment also what I think in order to accommodate the other person. In other words supporting the other person in word and in deed.

The second initial component is the emotional dimension, this helps us getting closer to others to experience what they go through emotionally. Emotional support for instance to be happy when the other person is happy and to mourn with them in sad times as well as rejoice together. It is like having or adopting the mood that others have and I literally take it like it is mine. Forgetting my own situation or world for a moment and adjusting to whatever the other person is going through. For instance as a Social Worker we are going to encounter so many situations awaiting for us out there and at this point and time, the world needs an empathetic Professionals.

The third component is Genuine Concern which shows empathy not only for feeling and just thinking about the other person but to genuinely care for their well being. It's different to feel for others but it is more relevant when we meet the possible need at that moment. If it means giving then we have to give.

The difference between Empathy and Sympathy is that Empathy is the ability to recreate the other perspective, and goes a long way until one gets in the other's situation, to be in their own perspective suspending my own view point and literally adjusting to their own point of view and this takes a shift to do it. A movement whereas Sympathy is the way we see others in our point of view. Not bothering to be engaged or join in their situation or opinions. With Empathy we view the other person's situation from our point of view and get along

with it. Mostly with Sympathy even if I am being judgemental the view doesn't change and doesn't really care to find out the whys and hows of the other's perspective. So mostly the bad part of Sympathy is that we see and sometimes quickly passes judgment without knowing the real situation which is totally different from acting upon it.

12) Explain 5 Positions of Pillow Method

1) POSITION 1 ; I'm Right, You are Wrong This is a position where we see other's perspective wrong especially when they do not agree with us. So at this point we think we are right and not to give an option to other's opinion or view point and mostly we win and the other apparently loose to my opinion. We remain on the upper hand and in control I suppose.

2) Position 2 ; You are right , I'm wrong. This is a position where you turn to understand the other person more and go by their own point of view regarding yourself more subtly or compromised going against your opinion but accepting the other's. Mostly this can not be easy, as it requires discipline and some courage. We sometimes get along with others opinion

to win them in the future so sometimes is for our own benefit especially if it is in a relationship.

- 3) **Both right , Both wrong** , This position is a balanced position whereby each one accepts the strengths and weakness of the other .Balancing perspectives on both persons .Each side has is own advantages and disadvantages to both persons .This also as well lessens the chances of being more critical but better understanding teaches perspective .
- 4) **Position 4; he issue isn't important as it seems** , This position views on some other issues and though they might seem to be considered as important but in the end they might not be as important as we make them out to be . There are some situations or events that may cause an impact but it will go away or subside with time. At this point there are some issues not very important we may just let go in order to protect the relationship. Considering one argument or dispute can not surpass some other ways that we may be close to the other person.
- 5) **Position 5; There is truth in all Four perspectives**, Yes that is very true because besides that all views doesn't necessarily means one can totally change can be doable even though sometimes it's difficult to compromise, comply or adjust but we always learn new things in every given position or opinion Basically we learn new insights that help improve our communication climate (Chapter 4 pg 133)