

Chapter 7 Activities

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Interpersonal Communication Skills

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7.1

Part I

1. My boss is mean

They might furrow their brow and look annoyed. Maybe toss a hand up in the air.

2. My coworkers say I don't treat them well

They would likely roll their eyes and shake their head.

3. He's not into this project

They would likely roll their eyes, push their eyebrows down, then tilt their head forward.

4. She can't stop flirting

They might widen their eyes and slightly grimace. Shrug their shoulders in confusion.

5. They tell me I'm too tense

Widen their eyes and furrow their brow. Toss up their hands and probably huff.

6. She acts like she is in charge

They would probably roll their eyes and tilt their head up or shake it.

7. He makes a big deal out of everything

They would probably roll their eyes. Toss their hands up. Shrug and turn their head.

8. You need to act more sure of yourself

They might furrow their brow and tilt their head forward. Most likely widen their eyes.

9. He seems friendly

They would smile, maybe bounce on their feet ever so slightly. They would make eye contact and probably nod.

10. You're not exactly a ray of sunshine

Widen their eyes and open their mouth in shock. Maybe then furrow their brow and huff in annoyance.

11. They tell me I am too aggressive

Scrunch their face. Huff in frustration. Toss their hands up. Tilt their body forward.

12. She's "hyper"

They would probably widen their eyes a bit and smile slightly nervously. Most likely tilt their head down a bit, and lean in just a bit.

Part II

1. I think many of them could be taken in many different ways. Number 4: She can't stop flirting could be taken various ways. The person could be shocked, they could be excited, or they could be deterred. Number 8: you should be more sure about yourself, could be taken as encouragement from a friend to hype you up in your abilities, or it could be felt as harsh criticism from someone else.
2. Number 4: The person may blush, flutter their eyes a bit, lean in a little, and smile eagerly if they were excited that the person is flirting with them.

Number 8: The person may nod fervently, lean into their friend telling them this, and have a slight smile.
3. With number 4: being flirted with, I can see the positive side of flirting, if the action is welcomed, blushing, fluttering your eyes, and smiling are good indicators of the mutual feelings and are non-verbal communicators that are relatively clear to read. The non-verbal cues of a negative response to this situation are generally different from the positive response. If the person initiating the flirting is attentive to the other persons non-

verbal cues, they usually can tell the difference between being shut down and being reciprocated relatively easy.

With number 8: You should be more sure of yourself, it can be positive if coming from a trusted person and the tone is that of encouraging rather than criticizing. This positive usage can be communicated primarily through tone of voice as well as a lively expression which might look like, widened eyes, head tilted up, and a warm smile.

On the other hand, if coming from someone you are not close with and their eyebrows are furrowed, they roll their eyes, or have a hard set jaw, this will come across much more critical, being taken as an insult rather than an encouragement to be sure in one's abilities.

4. CLASS DISCUSSION NOT APPLICABLE

7.2

1. Take control or exercise leadership in a class group.

Stand up, remain silent for a minute, scan the group and make eye contact with most people. Nod while talking, looking around the group and engaging each person, and speak clearly, not rushing what you are saying.

2. Come across well in a job interview.

Make eye contact when greeted and offer a handshake. If you are left waiting, stand when the other people enter the room. Give a smile. Turn your body completely to the person talking. As they are speaking, offer head nods here and there to remain engaged.

3. Tell an interesting joke or story

Smile and talk confidently. Move your body and eyes with the story and engage your hands as well to keep the topic interesting. Laugh at the appropriate times.

4. Appear friendly and warm without coming on “too strong”

Smile, maybe give a hug as a greeting. Don't keep eye contact at all times. Use slight hand gestures when talking. If the other person is comfortable with it, depending on what you are saying, you could put your hand on their arm or give them a little shoulder nudge. Keep your shoulders and eyes relaxed. Do not be afraid to shift body posture; if you are in one posture and place for the entirety of the conversation, this can appear still and to formal.

5. Signal your desires to leave a conversation when another person is talking.

Ensure you do not ask any questions and keep your responses brief but keep your tone lighthearted. Turn your body away from them, look them in the eyes, and listen much more than you talk. Also, use your words and just tell them you need to go. That way

people's feelings aren't hurt because you seem disengaged or as if you do not care or are not listening. It is easy to seem rude and dismissive when you simply try to signal that you must leave rather than saying you do and giving a reason.

6. Appear confident when asking a boss for a raise.

Look them in the eye. Stand up straight. Turn completely towards them. Nod your head as they are speaking to you. Keep your facial posture up, and your head aligned with theirs.

7. Appear interested in a class lecture.

Take notes. Sit up straight, with feet on the floor or crossed, not propped in another chair. Keep your eyes on whatever it is they are talking about except when shifting to your notes. If they have a PowerPoint, look at it only when they address it and look at them when they are saying most other things. Nod your head along and engage in conversations when prompted.

8. Avoid talking with a person on a plane or a bus

Keep your gaze forward or on your phone/a book or any entertainment you brought with you. Put in headphones. Make sure your body, feet, and head are all turned forward, not in their direction.

9. Show kindness towards an elderly relative

Smile when talking to them. Turn your gaze and tilt your head to their height. Put your hand on their arm when appropriate. Listen intently and with patience, because they may talk a bit slower than you. Nod your head as they speak and give responses when appropriate, making sure not to interrupt. Be aware of the things they consider

disrespectful and avoid them as they are likely different than the things the current generation considers rude and disrespectful.

10. Appear concerned about a friend's dilemma.

Look at them caringly. Maybe slightly furrow your brow and tilt you head. Place your hand on their arm in comfort when appropriate. Nod and allow them to finish all they have to say before speaking. Adjust your facial expression to match the emotion of theirs. Tilt your body towards them and remain close; however, not in their face.

11. I don't understand what this is asking.

Maybe change your response to the individual. Using your knowledge of them and the environment, ensure your response is appropriate and never aim to escalate the emotion of a situation.