

## Final Examination

### True or False (50 points)

1. The Transactional Communication model does not reflect the fact that people typically send and receive messages simultaneously. **True / False**
2. The tendency to seek and attend to information that conforms to an existing self concept has been labeled cognitive conservatism. **True / False**
3. The perceived self is the way in which we want others to perceive us **True / False**
4. In the act of self-disclosure, our text suggests that individuals need not be concerned with how others will view them, but should disclose as much information as possible to maintain an authentic self. **True / False**
5. Cognitive complexity is the ability to construct a variety of frameworks for viewing an issue. **True / False**
6. Feelings and Emotions are interchangeable. **True / False**
7. Facilitative emotions detract from effective functioning **True / False**
8. All nonverbal communication is very easy to interpret and has a similar meaning. A discerning person could get it right 100% of the time. **True / False**
9. Hearing and Listening in our text are used interchangeably. **True / False**
10. Questions are found to be helpful to the asker when responding to a message, but it does not help the person being asked. **True / False**

### Short Essay Questions (50 points, 12.5 each)

1. Based on the readings, why do we form relationships?

According to the book and this class the reason that we build relationships with people is because we want/ need to communicate with other people. The reason that we need to communicate is because it allows us to feel connected and loved as well as better understand ourselves and other people. A lack of relationship can cause physical health issues.

2. Describe the types of friendship discussed on our text

The first type is biased off age and maturity; the level of friendship will vary depending on these things. Then it is how long the friendship is in your life short term and long term those relationships will look different depending on the way that they look and how connected the friends are. Then there are friendships based off of activities and then another off of emotions. How open you are with friends will also affect the relationship and how much they rely on each other. Gender also plays a big role in different relationships.

3. Explain the difference between confirming and disconfirming messages and provide two types of each.

Confirming messages are ones that recognize, acknowledge, and endorse the messages they are trying to communicate. Whereas disconfirming messages are that devalue and remove validity for messages which were being communicated. Two types of confirming messages are recognition which means they continue the conversation and recognizing the person who is trying to communicate this conversation. Then there is the idea of confirming communication is acknowledging the issues and the ideas of the person who is communicating. When it comes to disconfirming messages it is practically the polar opposite, impersonal is by devaluing what they are saying and making them feel like their issues are not a big deal. Then there is also tangential which is where the listener takes what is being communicated is later uses what they heard to turn it against them in negative way.

4. Describe 2 ways Jack Gibb offers to reduce defensiveness in others.

Jack Gibb gives us six ways through which defensiveness can be produced and reduced. The two that I believe are the most effective in reducing defensiveness are control versus problem orientation, superiority versus equality. Control VS. Problem Orientation the negative side of this is controlling is when the message is sent in a way which the communicator forces a message on people without taking and or listening to the receiver's wants or needs at the time. This communication is often forced and demonstrates that I am right, you are wrong, so if you do what I say then we can get along. In contrast, Problem orientation allows the people to not become defensive and to find a way that the communicator finds a way for both parties to get what they want/ need in order to better assist both groups and us rather than I language. Second of which is the superiority vs equality defensive standpoint. When the person who is communicating begins to act as if I am better or more valuable than the other person this can be something that causes the person to be defensive. Where if the communicator acts as equals it allows for there to be more understanding and acceptance between the two.