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SWK246

Prof. Jean

### 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
1. 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.
1. 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
1. 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.
1. 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)

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

Essay Questions (25 points each)

1. Describe empathy and the three components of empathy outlined in our text. Discuss the difference between empathy and sympathy.

**In terms of empathy, perspective-taking is a technique that involves trying to take on another person's outlook. This needs a pause of our own conclusion. It helps us develop compassion toward others' feelings. It also allows us to identify with their emotions. Being able to show genuine concern for the other person's well-being is a third dimension of empathy. The capacity to which we can give others our understanding and compassion is referred to as empathy. In comparison, sympathy is a feeling of pity, and relief to not relate to the other person's situation.**

2. Explain the 5 positions of pillow method

**The pillow method consists are 5 positions. First is the "Im Right, You're Wrong," which shows the individual as without fault and anyone in disagreement is also incorrect. The second position is " You're Right, I'm Wrong," in which the same individual views themselves as the one at fault, looking for resolutions in the matter from a different perspective. The third position is "Both Right, Both Wrong," where both parties involved equally identify the mistakes and strengths in their point of view. The fourth position is "The Issue Isn't as Important as It Seems," where the value in**

**“who wins” isn't worth the conflict that it draws in. Seeing the bigger picture or a common end goal overrides the original disagreement. Lastly, the fifth position, “There Is Truth in All Four Perspectives,” is self-titled, and this is when the information gathered from the previous points is combined for an overall conclusion seeing all sides for the best outcome.**