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. **False**
2. The tendency to seek and attend to information that conforms to an existing self-concept has been labeled cognitive conservatism. **True**
3. The perceived self is the way in which we want others to perceive us. **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 disclosure as much information as possible to maintain an authentic self. **False**
5. Cognitive complexity is the ability to construct a variety of frameworks for viewing an issue. **True**
6. Feelings and Emotions are interchangeable. **False**
7. Facilitative emotions detract from effective functioning. **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. **False**
9. Hearing and Listening in our text are used interchangeably. **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. **False**

Short Essay Questions (50 points, 12.5 each)

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

    The text first addresses the broad nature of the word. It can mean platonic, romantic, or professional and can be of our own choice or decided for us. Relationships are inevitable as they are formed within even the most basic interactions with others. Narrowing down the scope to relationships we choose for ourselves, the text addresses many factors that have been proven to have an impact on choosing relationships. These are appearance, similarity, complementary, reciprocal attraction, competence, disclosure, proximity, and rewards. Studies show that we gravitate towards people we find attractive and that view us with the same high regard. We generally choose to form relationship with people we find competent and who compliment our own skill sets and build us up. In the end, one of the biggest factors we use to judge whether or not we should pursue a relationship with someone is reward. We examine this by either consciously or subconsciously evaluating a person and relationship based on if we believe the reward is worth the cost, which our text referred to as the "social exchange theory". While this sounds shallow, and it is to an extent, we all partake in the social exchange theory when choosing relationships whether platonic, professional, romantic, and any other relational dynamic.

2. **Describe the types of friendship discussed on our text**

Our text gives six types of friendship pertaining to the nature and upkeep of the relationship and three types of friendships pertaining to gender and sex. Pertaining to the nature of the relationship, it can be youthful or mature, long term or short term, relationship oriented or task oriented, high disclosure or low disclosure, high obligation or low obligation, and frequent contact or occasional contact. These contrasts are more like a sliding scale and a friendship will shift and change to lean one way or the other at different times. Sometimes we experience friendships for only a short period or will likely have some friendships that are more surface level than others. Each of these types of friendships hold value and can positively impact our lives. Pertaining to the gender and sexual nature of friendships, the book identifies same-sex friendships, cross-sex friendships, and friends with benefits. Either you are in a friendship with someone of your same gender or different gender and each friendship has their own set physical and emotional boundaries. Some friends like to flirt, kiss, or even have intercourse but remain just friends and some keep things very platonic.

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

When talking to or about someone, we can speak in many different tones and words that will strongly influence the facts we are trying to convey and social scientists have studied this and given these messages terminology. First there are confirming messages, which are messages that communicate value, appreciation, or respect for someone as a fellow human being. These would be messages such as "you are valued", "you are needed", or "you are appreciated". Counter to this, there are disconfirming messages are ones that convey the opposite of this and will likely have a negative impact on the emotions of the person who you are talking to or about. These types of messages display a lack of care or appreciation for the other person. Disconfirming messages may include things such as "you are not significant to me" or "I don't care if you are around or not".

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

In conflict, the way we phrase things and the tones we use directly impact whether the situation is deflated or escalated. As a competent communicator, you are responsible for phrasing your communication in a way that best reaches your audience. While you can't control how another person reacts to your information, you are responsible for the way in which you communicate it. Jack Gibb gives multiple suggestions on how to best communicate your thoughts in conflict with the goal of defusing the situation and decreasing defensive responses. One of his strategies is "Control vs. Problem Orientation". The controlling stance is used when one person is trying to force a particular solution or outcome on the other person and disregards the other person's needs within the resolution. The controlling person communicates

to the other that they know best and can seem extremely critical of the other person. To counteract this, Gibb shifts the perspective to "Problem Orientation." This would mean approaching the conflict with the goal of addressing the issue and meeting the needs of each individual involved. Gibb says to approach the conflict not with a "me" perspective but rather a "we" focused perspective which communicates teamwork and proactivity rather than blame and control.

      Another strategy introduced by Jack Gibb is "Neutrality vs. Empathy". A person who is neutral in conflict could also be described as apathetic. This person does not seem to care about the conflict at hand or how it is affecting the other person. The neutral person's lack of concern for the other person can lead to defensiveness because the other person may feel they are worthless to the neutral person. Gibb says that to ensure this does not happen and to reduce defensiveness, it is best to approach a conflict with empathy. This means putting yourself in the other person's place to understand how they are feeling and being affected by the conflict. It increases your own compassion and understanding for the other person and communicates sincere concern for the other person, which results in them feeling valued and will likely minimize a defensive response.