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SWK246 – Interpersonal Communication Skills

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Final Examination

### **True or False**

1. False

2. True

3. False

4. False

5. True

6. True

7. False

8. False

9. False

10. False

### **Short Essay Questions**

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

There are a couple of reasons why we form relationships, the first one is by *appearance*, and people before they form a relationship there is a physical attraction towards the other person as it says in the text “appearance is especially important in the early stages of the relationship... physical appearance is the primary basis of attraction...” (Adler and Proctor II, Pg. 278-279) The second one is *similarity*, this is when people can see that there are similarities between them and

it forms to have a good relationship, because the individuals can share and identify with the one another. The third is *complementarity*, this is when one individual is one way and the other individual is another way, basically they're opposite of each other this creates a balance within the relationship. As it says in the textbook differences strengthen a relationship when they are complementary—when each partner's characteristics satisfy the other's needs. (Adler and Proctor II, Pg. 280)

The fourth is *reciprocal attraction*, this occurs when the attraction is reciprocated by the other individual that we are attracted to. "The power of reciprocal attraction is especially in the early stages of a relationship. At that time, we are attracted to the people who we believe are attracted to us." (Adler and Proctor II, Pg. 281) When we feel that the other individual gives us approval, we feel boosted, and it also builds great confidence within ourselves. The fifth is *competence*, this is usually when a person that is attracted to another individual that has talents they may feel that the other person's talents will rub off them. But on the negative side if the other individual has some flaws, you must be careful not to let their flaws rub off you. The sixth is *disclosure*, this is when you can disclose personal experiences to someone else, and the other person will disclose their personal experiences and, in many cases, you may find yourself relating to what they have been through in their life. The seventh is *proximity*, being close with the other individuals and developing a good relationship with them. And the last one is *rewards*; this occurs when there is interchangeable rewards between the relationship either of "greater or equal to the costs we encounter in dealing with them." (Adler and Proctor II, Pg. 282)

## **2. Describe the types of friendships discussed on our text.**

The types of friendship discussed on our text are as follows; the first one is "*Youthful versus Mature*" here is as how we begin to develop friendships from the time, we are children

until we are young adults. As children we form relationships that are temporary, then as the child gets older and reaches to adolescence the friendships are more priority to them even more so than their family. Next, when we become teenagers, they begin to feel that their friendships have more importance, and when they become young adults there is room to have more friendship with several individuals and you build relationships with people from different cultures and backgrounds. And then there is more trust, respect, a bond, mindfulness, supportive, and understanding towards one another. Second, there is “*Long Term versus Short Term*” we tend to have friendships that are either long term or short term. Long term friendships are those that last for many years and short term the friendship doesn’t last very long. Third, there is “*Relationship Oriented versus Task Oriented*” is where many friendships are involved with spending time together and doing many activities with one another an example of this co-workers this is more of task orientated. And relationship oriented it’s more of a supportive and being emotionally there for your friend.

The fourth, is “*High Disclosure versus Low Disclosure*” high disclosure is whether you share deep personal moments or experiences in your life with your friend and low disclosure is when you are selective with certain information you share with them. Fifth, “*High Obligation versus Low Obligation*” this is when for certain friends like the saying goes, you’re there for them “at the drop of a hat” whenever this friend needs you, you are there for them no questions asked. But, then for other friends you may not be available to them when they need you. The last, “*Frequent contact versus Occasional Contact*” and frequent contact is when you are in constant communication with your friends for example, working out, vacationing, or talking on the phone every day. Occasional contact is more having contact or communication occasionally.

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

Confirming messages are messages that a person will give their full attention to the speaker and acknowledge what the person is saying also giving the individual recognition of what is being said. An example of confirming message is “*acknowledgment*” acknowledging the person feelings, their ideas, will you give the listener your full attention and another example is “endorsement” and by endorsing you are showing interest into the speaker’s interest or ideas that they are sharing.

Disconfirming messages are giving the speaker a negative response of what they are saying. It gives the speaker a sense that you don’t care what they are communicating, and you don’t acknowledge what they are saying. An example of disconfirming messages is as follows “*interrupt response*” this is when the listener is continuously interrupting the speaker and it may come off as being annoying to the speaker. And another example is “irrelevant response” this is responding to the speaker that has nothing to do with the topic that were speaking about.

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

There is “*Evaluation versus Description*” and evaluations according to the textbook is when you are judging what the speaker is saying. This can come off as being annoying to the speaker losing interest into communicating with the listener any longer. Description is when the listener can focus their attention onto to the speaker and is also understanding of their thoughts and feelings.

“*Controlling versus Problem Orientation*” control is when one individual likes to be in control of everything and they are in control of all the decision making. For example, deciding what show to watch, what mall to go to, or what gym to go workout. Problem orientation is more

the person tries to figure out the best outcome of solving a problem. And sees what different measures can be used that would help the person in their situation.

## References:

Adler, R. B., and Russell F. P. II. (2017). *Looking Out Looking In*. Fifteenth Edition. Cengage Learning