

Final Exam Review

What is the difference between interpersonal comm and impersonal comm?

- Interpersonal comm deals with have to communicate with people that you care or depend upon. Impersonal communication is communicating with someone you have had no history with and expect no future

Why are interpersonal skills important?

- Used for employability, academic skills, personal management skills and teamwork/group work

Explain the communication process

- Source → originator of a thought or emotion (encoding)
- Message → written or oral and nonverbal elements of communication
- Channel → physical or electronic comm
- Receiver → person receives message (decoding)
- Noise → information that is interfering with the message
- Feedback → response of a message
- Context → environment for communication; how we respond to messages

What are the Communication process models?

- Message transfer → did the person get the message?
- Message exchange → feedback, context (what do you think?)
- Message creation → simultaneous communication between source and receiver

Differences between Electronic and Physical communication

- Time → asynchronous vs synchronous (social presence)
- Anonymity
- Potential for deception (no nonverbal cues seen)
- Distance → can maintain friendships with non verbal
- Permanence → have to be careful on social media, it is permanent, if it is physical, you can change what you need to say

What does the “face of the other” by Levinas mean?

- The human face is a living presence and we present our face before we communicate and allows others to invite us to interact using eye contact

What is the difference between self-concept and self-esteem?

- Self concept is how you feel about yourself and includes your values, beliefs and attitudes. Self-esteem is how you feel about your abilities, talents, and appearance and how you compare to others.

What are the three stages of interpersonal perception?

- Selecting

- Selective perception → looking at one's personality; find some commonality
- Selective attention
- Selective exposure → putting yourself in situations that enforce your beliefs values and attitudes
- Selective recall → focused on what you want to remember
- Organizing
 - Categorizing
 - Seeking closure – filling in the missing blanks
- Interpreting

What are impressions and the two ways you can categorize it?

- Impressions are the perceptions of others that you use to interpret their behaviours
- There are passive and active perceptions
 - Passive → quietly observing
 - Active → engaging with someone

Explain attribute theories

- Attribution theory → how we explain how people behave
- Causal attribution theory → describing a person's behaviour caused by a stimulus, circumstance, or the person
- Standpoint theory → how a person's social position, culture, or power influences how the person perceives the behaviour of others

What is culture?

- A learned system of knowledge, behaviours, traditions, etc by a group of people

What is fundamental attribution error?

- The cause of the problem is controllable rather than uncontrollable

What is self-serving bias?

- We favour our own behaviour rather than someone else's

What are the five human differences that influence communication?

- Age
- Gender
- Sexual orientation
- Race/ethnicity
- Social class

What are the dimensions of culture?

- Worldview → perceptions about key beliefs and issues – understanding about our ethical behaviours
- Co-culture → a smaller culture embedded in a larger culture