

## **COMS 130 Study Guide for Midterm #1**

**In addition to reviewing lecture and discussion topics and video notes, you should be able to recognize, define, and/or explain the models, terms, and concepts that are discussed in the following sections of the text:**

### CHAPTER 1: A FIRST LOOK AT INTERPERSONAL RELATIONSHIPS

Why we communicate: physical needs, social needs, identity needs, practical goals.

The process of communication: linear view and transactional view.

Communication principals

Two view of interpersonal communication.

Characteristics of competent communicators: wide range of behaviors, skill at performing behaviors, self-monitoring.

### CHAPTER 2: COMMUNICATION AND IDENTITY

Communication and the self-concept: self-esteem, socialization.

Characteristics of self-concept

The self in individualistic and collectivistic cultures

Self-fulfilling prophesy and communication

Presenting the self: public vs. private self

### CHAPTER 3: PERCEPTION

The perception process: selection, organization (incl. Stereotyping and punctuation), interpretation, negotiation.

Influences on perception: physiological, cultural, social roles, self-concept.

Common tendencies in perception

Perception checking: elements, considerations.

Empathy defined.

## COMS 130 MIDTERM EXAM # I

### Sample questions.

1. Which of the following statements is NOT true
  - a. Women who have no same-sex friends die earlier
  - b. Lack of social relationships jeopardizes coronary health
  - c. Divorced men die from heart disease and stroke at double the rate of married men.
  - d. Socially isolated people are four times more susceptible to the common cold.
  
2. A relatively stable set of perceptions you hold about yourself is your
  - a. self-concept.
  - b. self-esteem.
  - c. self-image.
  - d. self-description.
  
3. Gabe Kotter is interviewing a Vinne for a job as an accountant. At one point Vinnie calls his interviewer “Gabe” and Mr. Kotter does not seem to approve. Vinnie decides it is better to call him “Mr. Kotter” and he decides to present a more formal self. Vinnie is
  - a. crediting irrelevant information
  - b. a high self-monitor
  - c. focusing on the negative
  - d. consciously skilled
  
4. Elaine and Jerry are driving in a car. Jerry notices that Elaine is tapping her foot and shaking her head. He assumes she is angry at him so he decides to ignore her for the rest of the evening. Jerry should
  - a. Understand his partner's feelings
  - b. Control his debilitating emotions
  - c. Perception check
  - d. Reflect feelings by paraphrasing
  
5. Which of the following is true of high-context communication?
  - a. The information is explicitly stated
  - b. The receiver has to infer the meaning of the communication from cues
  - c. It is typical of individualistic cultures
  - d. Verbal fluency is valued

### True or false:

6. In the perception process, we tend to stick to first impressions.
  
7. Categorizing is essentially the same as stereotyping.
  
8. Internalization is the final step in developing communication competence.

Answers: 1 = a; 2 = a; 3 = b; 4 = c; 5 = b; 6 = T; 7=F; 8=F.

# COMS 130 Study Guide for Midterm #2

**In addition to reviewing lecture and discussion topics and video notes, you should be able to recognize, define, and/or explain the models, terms, and concepts that are discussed in the following sections of the text:**

## CHAPTER 4: EMOTIONS

What are emotions?

Influences on emotional expression

Guidelines for expressing emotions

Managing difficult emotions: irrational thinking and debilitating emotions

Minimizing debilitating emotions

## CHAPTER 5: LANGUAGE

Understandings and misunderstandings: semantic rules

The impact of language: power; affiliation, attraction and interest; disruptive language; the language of responsibility, elements of "I" language

Gender and language

Language and culture: low- and high-context communication

## CHAPTER 6: NONVERBAL COMMUNICATION

Characteristics of nonverbal communication: functions

Influences on nonverbal communication: gender, culture

Body movement: gestures (illustrators, emblems, adaptors); face and eyes

Voice: paralanguage: voice qualities, vocalizations (lecture)

Touch

Physical space: Hall's distances

# COMS 130 MIDTERM EXAM #2

## Sample questions

1. Which is NOT a step as outlined in the text for minimizing debilitating emotions?
  - a. Monitor your emotional reactions
  - b. Record your self-talk
  - c. Dispute your irrational beliefs
  - d. Recognize the difference between feelings and actions
  
2. Which is true of high-context communication?
  - a. Individuality is valued
  - b. Information is explicitly stated
  - c. Time is viewed as a resource
  - d. Harmony is valued
  
3. According to the text, which is NOT a function of nonverbal communication?
  - a. Intensifying
  - b. Substituting
  - c. Contradicting
  - d. Regulating
  
4. Humans are able to understand speech at rates of up to 600 wpm, yet the average person speaks at only 100-150 wpm. Thus, we have time to “drift off.” Which reason is this for not listening better?
  - a. Message overload
  - b. Rapid thought
  - c. Preoccupation
  - d. Lack of training
  
5. Which is NOT true about nonverbal communication
  - a. Nonverbal communication is ambiguous
  - b. Nonverbal communication is not as powerful as verbal communication
  - c. Nonverbal communication is continuous
  - d. Nonverbal communication may be unconscious

**True or False:**

6. Adaptors express discomfort or nervousness
  
7. The “fallacy of shoulds” is the inability to distinguish between what is, and what should be.
  
8. Social conventions do not influence the expression of emotions.

Answers: 1=d; 2=d; 3=a; 4=b; 5=b; 6=T; 7=T; 8=F.

# *COMS 130 Study Guide for Midterm #3*

**In addition to reviewing discussion topics, lecture, and video notes, you should be able to recognize, define, and/or explain the models, terms, and concepts that are discussed in the following sections of the text:**

## CHAPTER 7: LISTENING

Elements in the listening process

The challenge of listening: pseudolistening, stage-hogging, selective listening, ambushing

Why we don't listen better

Types of listening responses: paraphrasing, supporting

## CHAPTER 8: RELATIONAL DYNAMICS

Why we form relationships: attraction, intimacy

Developmental (stage) Model of Relationships

Duck's model of Dissolving Relationships (lecture only)

Dialectical perspectives

## CHAPTER 9: INTIMACY AND DISTANCE

Intimacy in Relationships

Self-disclosure: Johari Window, reasons for self-disclosure, guidelines for self-disclosure

## CHAPTER 10: COMMUNICATION CLIMATES

Confirming and disconfirming messages: types of confirming messages, types of disconfirming messages

Types of defensive reactions: attacking the critic, distorting critical information, avoiding dissonant information

Preventing defensiveness in others

The Clear Message Format (5 steps)

## CHAPTER 11: CONFLICT

The nature of conflict

Conflict styles: avoiding, accommodating, competing, compromising, collaborating

Passive aggression (fighting with crazy-makers)

Methods of conflict resolution

Constructive conflict skills (win-win)

*MIDTERM EXAM #3*  
*Sample questions.*

1. Pseudolistening is
  - a. pretending to listen
  - b. hogging all the attention
  - c. only listening to the parts of the conversation that applies to you
  - d. only listening to get ammunition to ambush the other person
  
2. What is NOT true about self-disclosure?
  - a. Revealing personal information may make the other person feel obliged to do the same.
  - b. Self-disclosure can be done for manipulation.
  - c. Catharsis is not a reason for self-disclosure.
  - d. Appropriate self-disclosure deepens a relationship.
  
3. What characterizes the intensifying stage of Relational Development?
  - a. Expression of feelings toward one another; relationship euphoria.
  - b. Small talk; lack of conflict
  - c. Taking on each others' commitments; ritualistic behaviors
  - d. Differentiating; stagnating
  
4. David has a habit of saying, "You idiot!" whenever his brother does something he doesn't like. Which strategy for creating a supportive climate does his outburst violate.
  - a. Solve problems rather than control others
  - b. Be genuine rather than manipulative
  - c. Be flexible rather than rigid towards others.
  - d. Describe your own feelings rather than evaluate others
  
5. Bonnie is passive aggressive. When her partner does things she doesn't like, she doesn't say anything. Instead, she puts it in the back of her mind. She stores all her resentment up until she can't take any more. Then it all comes out at an unsuspecting victim. Bonnie is a \_\_\_\_\_.
  - a. withholder
  - b. gunnysacker
  - c. trivial tyrannizer
  - d. trapper

*True or False*

6. Conflict can be beneficial
  
7. Appropriate self-disclosure is not reciprocal
  
8. Indirect communication is when a person uses a round about manner in order to allow someone to save face.

Answers: 1=A, 2=C, 3=A, 4=D, 5=B, 6=T, 7=F, 8=T.