

Study Guide for Interpersonal Communication Final

Chapter 11 and Lecture:

Understand the different theories of persuasion: Maslow's Hierarchy of Needs, Elaboration Likelihood Model, and Cognitive Dissonance Theory. What is automatic processing and how does that differ from cognitive processing?

Understand and be able to identify elements of power in relationships: Referent, Expert, Legitimate Authority, Referent, Identification, Reward, and Punishment.

What problems are associated with using certain types of power (such as rewards and punishments), how can we reduce those consequences?

What makes a person credible and how does credibility relate to persuasion?

Chapter 12 and Lecture:

Understand and be able to identify each one the five tactics discussed regarding conflict and negotiation and where they fit in the model: Withdrawing, accommodating, Forcing, Compromising, Collaborating.

What is meant by the term "Face" or "Face Needs" and how do they impact conflict interculturally?

Understand and be able to identify the destructive conflict patterns that people get into (such as serial arguing, etc)

How do we break these negative conflict patterns?

What is the concept of principled negotiation (discussed, but not in text) This is the Fisher and Ury book I talked about in class that included assessing one's BATNA.

What issues do we have to be aware of when dealing with conflict on social networking sites? (The dark side of communication online, stalking, flaming, etc.)

Chapter 13 and lecture

Be able to identify each type of family model : wheel, chain, Y, etc.

What elements are there in intimate relationships over that of other types of relationships?

What factors define long-term relationships?

Be able to identify different parenting styles that were discussed in class.

Be able to identify family types listed on page 401 of text.

How can we improve family communication?

What are the "dark side" issues of communication in intimate relationships and how can we deal with those?