



SPC 2608 Review Material for Quiz

Communication

A general definition: *Any process in which people share information, ideas, and feelings. Process involves not only spoken and written words (symbols), but also body language, personal mannerisms and style, the surroundings - anything that adds meaning to a message.*

Basic Types of Communication:

Intrapersonal - within yourself, personal - It involves thoughts/feelings (Channel is brain).

There is feedback in the sense that we talk to ourself.

Practical applications of intrapersonal communication:

- a. adapting to environment.
- b. adapting to individuals.
- c. memory.
- d. listening.

Interpersonal - Communication between two or more people. In interpersonal communication, it is hoped that participating individuals consider each other as unique individuals, rather than objects (using stereotypical labeling). *Field of experience is necessary for effective interpersonal communication (individuals bring unique backgrounds and experiences to communication process.*

Remember: All messages are made up of verbal and non-verbal symbols.

Small Group Communication - A number of persons communicate with one another often over a span of time, who are few enough so that *each person* is able to communicate with all others, not secondhand, but face-to-face. The larger the group, the less likely each person will have an opportunity to interact with other group members effectively.

Public Communication - Face-to-face communication to a large number of people.

Mass Communication - Presence of a mass medium to carry a message between sender and receiver(s).

Self and Communication

Self-Concept - conclusions we draw about ourselves.

Consists of such diverse elements as the statements we make about ourselves, our reaction to ourselves when we look in the mirror, and the things we think we can and cannot do.

- a. self-esteem - how much we *value* ourselves.

The messages we get from others (parents, siblings, friends, teachers, etc.) and the mass media have a lot to do with our self-concept and self-esteem.

Often our self-concept/esteem is very much determined by societal measures - e.g., physical attractiveness and intellectual ability (Glamour Magazine, standardized test scores are weak measures of worth).

Self-Disclosure - How much information we should divulge and how much we should withhold (within a communication situation).

- a. The more we disclose about ourselves, the more we can be supported by others.
- b. Self-disclosure also carries the risk of having our self-concept shot down.
- c. We tend to disclose certain things about ourselves at different points in a relationship.
- d. We self-disclose to:
 - form an impression.
 - for self-clarification.
 - maintain/enhance a relationship.

e. Self-disclosure should be monitored:

- intentions - reasons for self-disclosing
- depth - how much to disclose.
- accuracy - sincere/truthful disclosure.

Perceptions of the World

Psychological Safety - The approval and support we get from familiar people, ideas, and situations. However, in order to grow, people need to abandon some of the safe areas of their lives and take some psychological risk. This involves taking a chance on something new (e.g. different religions, cultures etc.).

Space (Proxemics - study of the use of space - a component of non-verbal communication):

Territorial space - defined by physical boundaries; can be concrete (wall) or abstract (perimeter of a beach towel). Affects the way we communicate with others. (e.g., seats in classroom).

Personal space - defined by psychological traits; our imaginary "bubble" around us.

Characteristics of space

1. personal space and territorial space are interrelated.
2. we use personal space to communicate friendship; our personal space decreases around friends.
3. various cultures have different expectations of personal space.
4. the setting and topic of a communication encounter will determine the amount of personal space.
5. psychological makeup (individuality) will influence any communication encounter including personal space.

Listening

1. Misconception that hearing/listening is the same thing.
 - a. Hearing - Physiological response when sound waves hit our eardrum.
 - b. Listening - Process of attaching meaning to sound waves -

- Hear sounds/sound waves.
- Interpret (understand/don't understand)

- Evaluate (decide how we will use the information)
- Respond (react to what we've heard)

2. Barriers to Effective Listening:

- Semantic Distractions - Other person (speaker) uses unfamiliar terminology (also language of another culture).
- Mental Distractions - Intrapersonal factors - we focus on ourselves, our problems, desire, needs, etc., when speaker is speaking.
- Physical Distractions - Color/layout of room, temperature, time of day, NOISE, clothing uncomfortable, etc.
- Selective attention - Listen/attend to discourse that only interests self (e.g., more likely to give attention to someone whose message reflects our own views/beliefs than someone whose message opposes them).
- Stereotyping - Oversimplified or distorted view of another race or culture.

3. Improving Listening Skills:

Commit to listen.

Concentrate on the communicator as a person.

- be open minded!

THE CLASS QUIZ WILL CONSIST OF TEN QUESTIONS WORTH TWO POINTS EACH (MULTIPLE CHOICE, TRUE/FALSE, ONE FILL-IN). Please review the following:

Intrapersonal communication (communicate with ourselves)

Interpersonal communication (communicate with two or more individuals)

Small group communication (The larger a group, the less opportunity there is for personal feedback, and hence, full participation by all group members)

Noise is interference that keeps a message from being understood or accurately interpreted (by sender to receiver). It might be semantic noise (word choices/phrasing/slang, jargon, etc.), environmental/physical noise, or internal (intrapersonal) noise.

Self and Communication

Self-disclosure (*what we reveal about ourselves to others*)

Field of experiences (*World Perceptions based on various variables impact communication with others*)

Psychological safety (*maintain "comfort zone" with family/friends having similar beliefs/attitudes/values*) Psychological risk (*move beyond personal "comfort zone."*)

Enlighten one to others' beliefs/attitudes/values. Make valid judgment on how they relate to own personal field of experiences)

Self-image/concept

An individual's self-concept can be influenced by societal measures, messages received from others about ourselves, our past experiences

- Self-esteem (the *evaluative* part of self – how much we value ourselves in relation to others)

Stereotyping - Oversimplified or distorted view of another race or culture

Selective attention - Listen/attend to discourse that only interests self

Selective retention – Remember only what one wishes to remember

Territorial space

Personal space (*imaginary "bubble" around us*)