Chapter 10 Relational Climate

**You should understand**
The definition of communication climate
How is the climate of a relationship shaped?
The characteristics of confirming and disconfirming messages
The nature of escalating and de-escalating communication spirals
Gibb categories for defensive and supportive behaviors
The clear message format is an assertive method of communicating. What are the five parts, why is this method effective, when should you use it?
What strategies can you use to help you respond nondefensively to criticism?

**Key terms:**
Apathy
Communication climate
Confirming message
Defensiveness (defense mechanisms)
Disconfirming messages
Impersonal response
Impervious response
Incongruous response
Interrupting response
Irrelevant response
Escalatory conflict spiral
Gibb categories
Compensation
De-escalatory conflict spiral
Displacement

**Sample questions**
None of Gibbs categories of defensive behaviors arouse defensiveness **unless**

a. the receiver perceives them as threatening
b. the sender of the message intends to start a defensive spiral
c. both partners in the communication get defensive
d. the matching supportive behavior is ignored by the sender of the message
e. self concepts of both parties are threatened.

Which of the following is the best example of a specific intention clearly stated to a partner?

a. I want you to be honest with me
b. I want more understanding from you
c. I need to talk about our relationship
d. I want two hours to myself to read

Just for fun you flirted with an attractive person at a party last night. You know your partner is hurt so you arrange a dinner at a favorite restaurant. You are most likely using the defense mechanism of

a. verbal aggression
b. compensation
c. rationalization
d. apathy
Chapter 11 Conflict

You should understand
The five elements of conflict
That conflict is inevitable and natural
How do you determine which conflict style is “best”?  
What is your conflict style? Which of the crazymakers are your favorite weapons?
The differences between nonassertiveness, indirect communication, passive aggression, direct aggression, and assertiveness.
The six characteristics of win-win problem solving, why is it so infrequently used?
The differences between relational conflict styles; complementary, symmetrical, and parallel conflict styles.

You should be able to
How to recognize conflict styles in yourself and your partner
How to use the win-win strategy for resolving conflicts and explain why it’s beneficial

Key Terms
Accommodation  Direct aggression
Assertion  Indirect communication
Avoiding  Intention statement
Conflict  Passive aggression
Conflict ritual  Relational conflict style
Compromising  Symmetrical conflict style
Complementary conflict style  Win-Win problem solving
Crazymaking

Sample Questions
Rhonda complains to Colin that she is tired of their weekend routine. Irritated Colin snaps back he is tired of her complaining. There conflict pattern reflects which of the following conflict styles?
   a. complementary
   b. tangential
   c. conditional
   d. symmetrical
   e. passive aggression

A person who buys a new piece of furniture, finds it damaged, and says nothing because he does not want to confront the retailer is engaged in the conflict style of .
   a. avoiding
   b. accommodating
   c. indirect communication
   d. compromising
   e. crazymaking

Collaboration is the single “best” way to Resolve a conflict
   a) author would agree   b) the author would disagree
You should understand

Racial Profiling
What is the definition of racial profiling?
Why does profiling only work with the minority culture?
What are the criteria for police officers making a stop?
What is the theory of personology? How does it apply to profiling?
What are some of the things we cannot determine based on nonverbal communication?
How does this topic relate to perception and stereotyping?

Shyness
Definition of shyness
What are the causes for shyness as discussed in lecture?
What are the differences between shyness and introversion?
What are some of the problems faced by a shy person and the methods used to overcome shyness?
Why is shyness increasing in society?

Sexual Harassment
What are the three criteria for determining sexual harassment?
What is quid pro quo harassment?
What is a hostile working environment?
What does the “reasonable person standard” have to do with perception?
When is an environment “hostile or abusive”?
What are some strategies for dealing with sexual harassment?
What was the advice that we discussed in class concerning sexual harassment?
What is the legal liability for the employer?
What is the legal liability for the victim?
Meritor vs. Vinson
Onscale vs. Sundowner
Sexism
Sexual discrimination
Subtle sexual harassment

Domestic Violence
Definition of domestic violence
What are the five types of Domestic violence?
What are some of the triggers for domestic violence?
What are the characteristics of an abused person?
Why do women stay despite social exchange theory?
Why don’t men report abuse?
How does Domestic violence relate to communication climates, escalatory conflict spiral, power and control?
What advice was given in class to help the abuser and the victim?
Discuss reasons why (women) stay Victim’s rights.

Communication with Seniors
What is the definition of successful aging?
Ageism
Higher education and seniors
How might society be changed by having more seniors live longer?

Gender Communication and Culture
Is there a difference between sex and gender?
What are some of the ways (methods) men use for communicating and what are some of the ways that females use for communicating? Discuss these using verbal, nonverbal or listening strategies or differences?
What is meant by social learning theory?
What is the Equal Pay Act of 1963, why important?

Family Communication
What parental duties does society expect in the care of children?
What types of conflicts were discussed in lecture that families face?
How is the shifting of power problematic for parents who don’t speak English well? What is the effect on the parent child relationship?
What are the benefits of family dinner? What do kids want?

**Communication with the Disabled**

What does disabled mean?
What is the ADA definition of disability?
What were some of the myths and facts discussed about disabilities?
What is the Eugenics movement?
What are Ugly Laws?
What tips were provided for communicating with persons who are disabled?

**Intellectual Racism**

What are the specific dangers of intellectual racism?
What is the definition of Prejudice?
What is the definition of race?
Racism?
What lessons can we learn from the blue-eye brown eyes experiment?
What is the difference between racism and ethnocentric thinking?
How does this topic relate to stereotyping?