Chapter 5 Language

You should understand
Meanings are in people not words
Three rules that govern the use of language
Three forms of disruptive language
What are the two forms of the Whorf –Saphir Hypothesis? What makes them different?

Key terms:
Emotive language
Equivocal language
I language
You Language
Inference

Pragmatic rules
Semantic rules
Static evaluations
Syntactic rules

Linguistic relativism is a concept that signifies that
a. language exerts a strong influence on perceptions
b. language is relative
c. language determines culture
d. truth is a relative cultural experience
e. everything is relative

Sample questions

According to the text, one semantic problem is that language is much too
a. wordy
b. sentimental
c. unfeeling
d. abstract
e. specific

Chapter 7 Listening

You should be able to
Construct statements using active listening or paraphrasing techniques.

You should understand
What are the seven types of ineffective listening?
What are the five steps to listening identified by your author?
What advantages are there to paraphrasing in a relationship? What are the steps?
There are many reasons (10 in your text) why we don’t listen better, what are they?

Key Terms
Active listening
Advising response
Ambushing
Counterfeit questions
Defensive listening
Insensitive listening
Insulated listening
Judging response
Listening
Paraphrasing
Pseudo listening
Selective listening
Stage-hogging

Sample Questions

Which of the following is the best helpful paraphrase to “I’m really bummed out about my apartment situation?”

a. So you’re bummed out huh?
b. Your apartment situation is bad
c. You’re depressed because you haven’t found a place to live yet?
d. You should really get a new place I agree.
e. It will all work out next month.

The appearance of listening where your mind is elsewhere is called
Chapter 8 Relational Dynamics
You should understand
What are the reasons that people choose others as relational partners?
What are the stages of relational development and the characteristic movement between those stages?
What are the dialectic tensions that can arise as communicators seek to satisfy conflicting needs?
What are some of the reasons we self disclose and the guidelines we follow for that disclosure?
What is the Johari-Window?
Why do we lie?
What is the social penetration theory and how does it operate in our relationships.

Key Terms
Breadth
Connection-autonomy dialectic
Depth
Know each stage in Knapp’s model of relational development
Cost benefit analysis theory (social exchange theory)

Sample Questions
According to Knapp’s model of interaction stages, symbolic public gestures that show the world that a relationship exists usually occurs in the ________ stage of interpersonal relationships
a. experimenting
b. intensifying
c. bonding
d. integrating
e. circumscribing

According to the text, which of the following is good advice about self disclosure?
a. wait for the other person to open up before you do.
b. the more self disclosure the better
c. self disclosure is “safest” in twosomes and not around others
d. most relationships are characterized by almost constant amounts of self disclosure
e. none of the above is good advice