

Cumulative Final Exam Review & Information

Remember - exam starts at 8am sharp and
once 1st person leaves no one else may begin the exam.

Study Guide - key topics

Chapter 1 – Quantitative vs Qualitative Def. of interpersonal communication, dimensions of communication, metacommunication, competent communicator, computer mediated communication, transactional model of communication, principles/misconceptions

Chapter 2 – Self-concept, public/private selves, self-fulfilling prophecies, changing your self concept, impression management

Chapter 3 – Perception process, influences on perception, empathy, perception checking

Emotions – Definition, causes, debilitating/facilitative

Chapter 5 – Rules, various semantic misunderstandings, impacts, gender, I-language

Chapter 6 – Definition, characteristics, functions, types

Chapter 8 – Why form relationships, Knapp's stages, dialectical tensions

Chapter 9 – Intimacy, Self-disclosure, Confirming/Disconfirming messages,

Chapter 10 - Communication climate, Gibb's categories, criticism, clear message format

Chapter 11 – Definition of conflict, conflict styles, conflict in relational systems, anger

Trust – definition

Everyday Interactions – first day of class; entire lecture

Relational Transgressions – reserve reading – types of transgressions, forgiveness, strategies for the transgressor

Karen Thompson's lecture

Jerry Bagnell's lecture

Anita McDaniel's lecture

Dana Ward' lecture

Adam Tate's lecture

Listening Computer Based training

Exam

64 Total Questions (21 true/false)