

Gcom 123 study guide

[Sociology](#), [Communication](#)



Study Guide for GCOM 123 Students are recommended to know this information for class tests and the final exam. Fundamentals of Communication Chapter 1: Competent Communication What are the most common myths about communication? Explain the differences between the three models of communication: linear, interactive, and transactional. Define the basic communication elements contained in the communication models (channel, sender, receiver, message, encode, decode, context, fields of experience, noise, and feedback) Explain the two aspects of every message: Content and relationship.

Understand the communication competence model. How could you enhance your communication competence? What differentiates a constructive communication climate from a destructive communication climate? Chapter 2: Perception of Self and Others Define the perceptual process. What is a perceptual schema (prototype, stereotype, and script)? How is self-concept developed (reflected appraisal, significant others, and society)? What are some of the influences on perception (gender, culture, past experiences, mood, and context)? What is self-disclosure? Define the concepts of depth and breadth in terms of self-disclosure.

What are the guidelines for offering and receiving self-disclosure? Why is reciprocal sharing important? Define the term "self-serving bias". What is the self-fulfilling prophecy? What does it influence? Define the process of attribution? How does the fundamental attribution error impact competent communication? What is empathy? Chapter 3: Culture and Gender Define what culture is. Explain how culture influences communication. Define

ethnocentrism, cultural relativism, and multiculturalism. Explain the major differences between individualistic and collectivistic cultures.

Explain the major differences between low-power distance and high power-distance cultures. Explain the major differences between feminine and masculine cultures. How does culture influence nonverbal communication?

Chapter 4: Language Explain the nature of the relationship in languages from phonemes, morphemes, syntax, and semantics. Define the four essential elements of all languages (structure, productivity, displacement, and self-reflexiveness). Explain the abstracting process (sense experience, description, inference, and judgment). Explain the two versions of the Sapir-Whorf hypothesis.

Explain how connotative meaning differs from denotative meaning. What is the difference between a fact and an inference? What are jargon and euphemisms? Chapter 5: Nonverbal Communication What are the differences between verbal and nonverbal channels of communication? What are the functions of nonverbal communication (repetition, substitution, regulation, contradiction, accentuation)? Explain the major types of nonverbal communication (kinesics, paralanguage, territoriality, proxemics, and haptics). Can you identify the kind of nonverbal communication exhibited in an example? Chapter 6: Listening to Others

Define listening by its basic elements (comprehending, retaining, and responding). What are the types of listening (informational, critical and empathic)? What are the most common problems that thwart competent informational listening (conversational narcissism, competitive interrupting, glazing over, pseudo-listening, and ambushing)? What are the most common

listener response styles used in empathic listening? Interpersonal Communication Chapter 7: Power Define power. Explain the difference between assertiveness and aggressiveness. What are the major power resources (expertise, legitimate authority, reward, punishment, personal qualities)?

How is power indicated in communication (verbally and nonverbally)? Chapter 9: Interpersonal Conflict Management Define conflict. Differentiate between destructive and constructive conflict. Define the three internal relational dialectics (openness-closedness, novelty-predictability, and autonomy-connection). How do we address these relational dialectics? Define the five most common conflict negotiation strategies (accommodating, avoiding, controlling, compromising, and collaborating). Group Communication Chapter 10: The Anatomy of Small Groups Define what a small group is. What are the advantages and disadvantages of small groups?

What is cohesion? How is it developed? What influence does cohesion have on task and social dimensions of small groups? What are group norms? What is a small group role? What is the difference between formal and informal roles? Explain the difference between the three types of informal group roles (maintenance, task, and disruptive). What is leadership? What are the different approaches to leadership (traits, styles, and situational)? Define the major leadership styles (directive or autocratic; participative or democratic; laissez-faire, and situational). Chapter 11: Effective Groups

Explain the distinctions between a team and a group. What is brainstorming? What is critical to its success? Explain the steps in the Standard Agenda.

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Explain the differences between the major forms of decision-making (majority rule, minority rule, and consensus). What are the benefits and disadvantages of consensus? What is groupthink? How might groupthink be avoided? Public Speaking Chapter 12: Preparing Speeches What are the components of audience analysis (demographics, values, beliefs, & attitudes)? What elements of speech making are influenced by audience analysis (preparation and presentation)?

Define the general purpose, specific purpose, and central idea in public speaking. What should be considered when choosing a topic (speaker, subject, and person addressed)? How does one avoid plagiarism? What are the types of supporting materials used in speeches? What are the criteria for evaluating supporting material? What are the basic elements of a competent outline (symbols, coherence, completeness, balance, and division)? Identify the organizational pattern used in speeches (topical, spatial, causal, chronological, problem-solution, and Monroe's Motivated Sequence)?

Chapter 13: Presenting Speeches What is speech anxiety? What are some guidelines for managing speech anxiety? What are the critical elements of a speech introduction? What are the critical elements of a speech conclusion? What is the difference between oral and written styles of speech making? What impact do various delivery considerations have on an audience (eye contact, vocal variety, verbal fluency, poise, dynamism)? Explain the differences between the major delivery styles (manuscript, memorized, extemporaneous, and impromptu). Chapter 14: Informative Speaking

What distinguished informative speaking from persuasive speaking? What is a transition? What is necessary for an appropriate or effective oral citation?

What are the types of visual aids that can be used during a speech? What are guidelines for the competent usage of visual aids? Chapter 15: Persuasive Speaking Define persuasion. What are the primary dimensions of credibility (competence trustworthiness, dynamism, and composure)? Define the three Aristotelian modes of proof (ethos, logos, and pathos). Identify propositions of fact, value and policy.