

Interpersonal communication

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



The primary thing I am looking for is for you to use specific concepts and terms from the course (text or lecture). The idea is not to analyze the story of the film itself, or to make statements of value. I am not interested in whether or not the film was good or bad, only that you can find examples of principles from the course in action. I am familiar with all of the approved films, so lengthy plot summary is not required. Just briefly set up the scene you are going to use as an example.

Below is an example of how you may set up an example. Example: In the film Gung Ho, the cultural differences between Japanese workers and American workers is often highlighted. Among the cultural qualities that are contrasted is the degree of collectivist and individualistic leanings of the Japanese and American characters. In one scene, Willie, one of the American auto workers, wants to take the afternoon off to be with his child who is having his tonsils removed.

Willie is upset because he will be docked for the time he will take off. His Japanese supervisor, Kwashiorkor, justifies this by pointing out that when employees are not at work, "work suffers." For Gung Ho, the Individual must sacrifice personal concerns for the greater good (the collective goals of the company), while Willie values Individual nurturing for immediate family. The above would count for two concepts. I am looking for you to apply at least 7 concepts (though you may apply more if you wish).

These concepts could be from any of the chapters we have or will cover during the course. The idea is to show me you understand the theories and concepts and can apply them correctly to communication events in the film.

To show off what you have learned, in other words. Approved Films: Crash (Director: Paul Haggis, 2005) Grand Canyon (Director: Lawrence Sedan, 1991) Breakfast Club (Director: John Hughes, 1985) Do The Right Thing (Director: Spike Lee, 1989)

When Harry Met Sally (Director: Rob Reined, 1989) The Doctor (Director: Rand Haines, 1991) Hotel Rwanda The Break Up Babel (Director: Terry George, 2004) (Director: Peyote Reed, 2006) (Director: Alexandra Gonzalez Laurite, 2006) Transactional Model: The 6 Contexts or 4 categories (and subcategories) of Noise Perception Attribution Theory-how people interpret events Internal-Nature/personality External- circumstances/ external pressures Stereotype-applying the beliefs you have about the characteristics of a group to an individual whom you identify as a member of that group. Ethnocentrism- Belief own culture is superior than others.

Implicit Personality Theory- certain characteristics go with others halo- good at one thing think good at others.. Horns- negative Self-fulfilling Prophecy- are events that happen as a result of being foretold, expected or talked about. Pygmalion Effect- the greater the expectation placed upon people, the better they perform. Uncertainty Reduction Theory-a way to explain how individuals monitor their social environments to know more about themselves and others. Three Initial Stages of Interaction- Entry Phase: Controlled by communications rules and norms. Personal Phase: Less restricted by above norms - share beliefs, values, attitudes.

Exit Phase: Communicators decide on future interaction - how to grow relationship. Three strategies to reduce uncertainty- Passive:

Simple observation. Active: Asking others for info (or looking up information).
 Interactive: Obtaining information directly - asking questions, etc. Principle of similarity and uncertainty- Verbal Communication Decorative- Dictionary meaning Connective- the feelings or evaluations we personally associate with the word. Concrete- Words that describe something that can be sensed. Abstract Language- the word is not the thing it represents. Pet can mean several things. I am so sad- refers to internal feelings.

Language Reflecting and Shaping Attitudes language influences thoughts
 Eskimo culture has 20 different words for snow. Illness- assumption that all about someone or something can be known. Ex- gender- you men never pay attention. Indiscrimination- not discrimination the failure to realize that each individual is unique. Nonverbal Any of the FUNCTIONS of Nonverbal Communication- Compliment/reinforce Contradict (wink) (sarcasm) (tone) Regulate / seduction flow Influence people/deceive Replace words Express emotions Define relationships Self presentation/ Specific applications of a Types of NV Com (Kinesics, Proteomics, etc.) or

Eye contact (part of Kinetics Kinetics (body movement) Facial expression Posture gesture Vocalic Pitch Rate Volume Intonation (sound quality-harsh whiney seductive sarcastic) Proteomics- space Territoriality-primary (your home) secondary (usual desk) Personal space- Key indicator of relationship (vary by culture) -gender is a culture! Intimate space- (18-24)-inch Personal Space- 18-24 Ft Social space Ft- 4-12 Public space 12-25 Ft Haptics (touch) - vary among cultures Communicates relationship inform Occurs in intimate/personal distance Communicates power- status equalizer Chronemics Duration Activity

Punctuality Time orientation Future- 7th gene. Duct think about future Past- look back at good old days (conservative) Self presentation Appearance- clothing personal grooming Poise- assurance of manner Defines group or place in culture Olfactory- Nonverbal communication using smell

Communication Accommodation Theory: C. A. T. Asserts that people try to adjust their style of communication when interacting with another individual.

*Stretching Convergence- The act of adopting the communication style of the individual(s) with whom you are communicating. To communicate in a more similar style. Why? Increase perceived similarity. Gain Approval. Increases effectiveness of communication.

Divergence- The act of contrasting with an individual in terms of communication style. Differentiating yourself from another through communication style. Why? To Accentuate differences (I. E. Status) To reinforce individual or group identity. To Discourage a relationship or prolonged communication. Over-accommodation- When there is a perception of someone going too far in his or her accommodation, or doing so where it is inappropriate. Overdoing accommodation: Being patronizing (I. E. Communication with elderly) Culture (Gender) Individualism-collectivism- extent to which people in a culture are integrated into roofs.

Individualism- Personal rights and responsibilities Competition and personal achievement Self-expression Privacy Collectivism- Community, strong connection to groups Harmony and cooperation Avoiding embarrassment Group interests over self-interests Uncertainty Avoidance- extent to which people in a culture avoid unpredictability regarding people, relationships,

and events Low Uncertainty Avoidance Comfortable with unpredictability
 Takes risks Few rules Accept multiple perspectives of " truth" High
 Uncertainty Avoidance Believe in absolute truth Less tolerant of deviant
 ideas or behaviors

Power Distance- amount of difference in power between people, institutions,
 and organizations in a culture Masculine & Feminine- extent to which notions
 of " maleness" and " femaleness" are valued in a culture Masculine Cultures
 Traditional sex-based roles followed Men are assertive and dominant Women
 are nurturing, service-oriented Male traits valued over female traits Feminine
 Cultures Roles not based on one's sex People free to act in nontraditional
 ways Feminine traits valued Both men and women demonstrate both
 masculine and feminine behaviors Culture / High vs...

Low Context Communication- Degree to which messages are intellectualized.
 Often varies by culture. Dominant- Culture within a society whose attitudes,
 values, beliefs, and customs hold the majority opinion Co-cultures- Groups of
 people living within a dominant culture who are clearly different from the
 dominant culture Gender 1 . Race 2. Ethnicity 3. Sexual orientation and
 gender identity 4. Religion 5. Social class 6.

Generation Any gender material covered (Deborah Tauten Notes) Listening
 Listening Strategies Expressive-Use Restatement (paraphrase content and
 intent, also quoting) Use Probing Questions Demonstrate Involvement
 (attentiveness - eye contact) Cognitive- or information, open mind, prepare
 to listen, remove distractions Critical-separate fact from interferences

(conclusion drawn from fact) probe for information Empathic- Both Responsive and Cognitive listening skills are important here.

Maintain Supportive Climate, Be Descriptive, not Judgmental, Give feedback that you are listening Types of Faulty Listening Sidesplitting - pretending to listen Selective listening - screening out parts of messages that you are not interested in (or those one wants to ignore - Insular Defensive listening - perceiving personal attacks, criticisms, or hostile undertones where none are intended Ambushing - existing carefully for the purpose of attacking a speaker Literal listening - listening only for the content level and ignoring the relational level (or ignoring context in general) Persuasion Aristotle Three Appeals Logos- Appeals to reason and logic. Rational discourse. Arguments (claims and evidence to support claims - syllogism). Aristotle preferred Logos, but realized other appeals were important to acknowledge, too Pathos-using feelings as agent of change: Fear, Pride, Love, Guilt, Shame, Humor, etc.

Positive Affect and Association Emotional appeals work well with logical appeals. Ethos-Source Characteristics Credibility & Character Trust, Charisma, Poise, Expertise, Attractiveness, Personality, Likeability, Identification, etc. Also very useful to use with Logos. Cognitive Dissonance- ELM (Systematic-Heuristics)-social Judgment Theory Relationships / Disclosure Nape's Relationship Stages - 1 . Initiating: We try to ascertain whether an individual is appealing enough to initiate interaction with. We engage in Peptic Communication (superficial, casual). 2. Experimenting: We

try to ascertain whether a relationship with a particular individual is worth it. Cost/Benefit analysis. We reduce uncertainty.

RUT Entry Phase. 3. Intensifying: Amount of information we are willing to disclose increases. RUT Personal Phase. 4. Integrating: The becoming of a couple (a pair, or social unit). Interpersonal Synchrony (increased similarity) increases. Increased interaction in a wide array of settings. RUT Exit Phase.

5. Bonding: We announce our commitment to each other in a public ritual that lets the world know of the exclusive nature of the relationship.

Relationship now guided by specific rules and regulations. 6. Differentiating: Involves the attempt to regain our unique identities. WE becomes I again. Relational fights or conflicts are apt to increase.

Is often typical, but can be sign that relationship stress needs to be addressed. 7. Circumscribing: Relationship has begun to deteriorate. Process of De-penetration starts. Both amount and quality of communication is constricted. Some "unsafe" topics avoided. 8. Stagnating: Relationship no longer growing. Instead, relationship becomes motionless (UN- dynamic), or stagnate. Two partners may share space, but not each other in a relationship sense. 9. Avoiding: We close relationship channels in what is now a deteriorating relationship. We do what we can to avoid coming together or making The relationship is now over. Time in this stage can be short-lived or prolonged, cordial or bitter.