

**COMM EXAM**  
**CHAPTERS 6-9**

**Chapter 6: Listening and Responding to Others**

- Listening is at least as important as talking in the communication process
- Why are most of us poor and inefficient listeners?
  - We are least trained
  - We wander – speaking at a rate of 125 words per minute, but our mental capacity to understand someone speaking at 400 words per minute
  - We are inefficient listeners – comprehend and retain only ¼ of what we hear
- There are two general kinds of obstacles to effective listening: situational obstacles and internal obstacles. Please study thoroughly those obstacles including message complexity, environmental distractions, prejudice, not recognizing diverse listening styles
  - Situational obstacles
    - Incomprehensibility
    - Message overload
    - Message complexity
    - Environmental distractions
  - Internal obstacles
    - Preoccupation
    - Prejudgments
    - Lack of effort
    - Reacting to emotionally loaded language
    - Not recognizing diverse listening styles
- Six forms of ineffective listening: pseudo-listening, monopolizing, selective listening, defensive listening, ambushing, and literal listening
  - Pseudo-listening: pretending to listen – appear attentive, but our minds are really elsewhere
  - Monopolizing: hogging the stage by continually focusing communication on ourselves instead of on the person who is talking; conversational rerouting or interrupting
  - Selective listening: focus only on particular parts of communication that either interest you or bore you
  - Defensive listening: perceiving a personal attack, criticism, or hostile undertone in communication when none is intended
  - Ambushing: listening carefully for the purpose of gathering ammunition to use in attacking a speaker
  - Literal listening: listening only to the content level of meaning and ignoring the relationship level of meaning; neglects others' feelings and our relationship with them
- What is critical listening
  - Gain and evaluate information/make judgments about people and ideas
  - Be mindful
  - Control obstacles
  - Ask questions

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- Use aids to recall (e.g. mnemonic)
- Organize information
- What is “minimal encouragers”?
  - Responses that gently invite another person to elaborate; say we are listening and interested, encourage others to keep talking so we can grasp what they mean (ie. “tell me more”, “Then what happened?”)

### Chapter 7: Creating Communication Climates

- What is communication climate?
  - The emotional tone of a relationship between people
  - Basic skill that influences the effectiveness of communication in all contexts (work teams, social relationships)
- Three levels of confirmation (recognition, acknowledgment, endorsement)
  - Recognition: the expression of awareness of another person’s existence, if we don’t recognize their existence that’s disconfirmation
  - Acknowledgement: attentiveness to what a person feels, thinks, or says; we disconfirm others when we don’t acknowledge their feelings, thoughts, or words
  - Endorsement: the highest level of interpersonal confirmation, accepting a person’s feelings or thoughts as valid, doesn’t mean agreeing with someone
- Jack Gibb’s defensive and supportive climates (pg. 137-141) Specific kinds of communication can foster either defensive or supportive communication climates. Distinguish evaluation vs description, certainty vs provisionalism, strategy vs spontaneity, control vs problem orientation, neutrality vs empathy, and superiority vs equality
  - Evaluation vs Description: we feel defensive when someone evaluates us negatively “You’re dumb for that idea” VS someone using I statements to describe how we make them feel “I feel upset when you scream at me”
  - Certainty vs. Provisionalism: absolute, dogmatic “I know I’m right” VS tentative, open to other viewpoints “It’s possible that...”
  - Strategy vs Spontaneity: manipulating, deceiving “Remember how I helped you last week?” VS open, honest, not manipulative “Could you help me?”
  - Control vs Problem Orientation: attempt to dominate “Remember how I helped you?” VS try to resolve problems “Let’s talk this through”
  - Neutrality vs Empathy: indifferent, neutral, “I don’t care” VS conveys respect for others “I understand”
  - Superiority vs Equality: “I am better than you” VS treat us as equals “I value your opinions”
- Conflict orientations (lose-lose, win-lose, win-win)
  - Lose-Lose: assumes that conflict results in losses for everyone; presumes that conflict cannot produce positive outcomes
  - Win-Lose: assumes that one person wins at the expense of the other; whatever one person gains is at the other’s expense and that what one person loses benefits the other; undermine relationships because someone has to lose

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- Win-Win: assumes that there are usually ways to resolve differences so that everyone gains; a person is willing to make some accommodations in order to build a solution that lets others win, too; result in compromises that satisfy enough of each person's needs to provide confirmation, and to protect the health of the relationship.
- Main concerns of conflicts and 5 conflict strategies (turtle, shark, teddy bear, fox, and owl)
  - Main concerns in conflicts: Achieving your goals and maintaining a good relationship with the other person
  - Turtle (Withdrawing): give up on both your goals and the relationships; avoid the other person and the issue
  - Shark (Forcing): try to achieve your goals at all costs, no matter how much it hurts the relationship
  - Teddy Bear (Smoothing): give up your goals to maintain the relationship at the highest level possible; when the goal is of no importance to you but the relationship is of high importance
  - Fox (Compromising): give up part of your goals and sacrifice part of the relationship in order to reach an agreement; when both the goal and the relationship are moderately important to you
  - Owl (Problem Solving/Negotiating): initiate negotiations aimed at ensuring that you and other person both fully meet your goals and maintain the relationship at the highest level possible; agreement that satisfies both you and the other person and resolves any tensions and negative feelings; face the conflict and negotiate to solve the problem
- Understand aggressive, assertive, and deferential communications
  - Aggressive: one person puts themselves ahead of others or derides others' thoughts, feelings, goals, or actions.
  - Assertive: expresses the speaker's thoughts, feelings, preferences, and goals without disparaging anyone else; you communicate assertively when you express yourself firmly and unapologetically
  - Deferential: subordinates your needs to those of others
- Guidelines for creating and sustaining healthy communication climates (148-152)
  - Communicate in ways that confirm others: recognize others, acknowledge or attend to them, and endorse what they feel, think, say, and do as understandable.
  - Communicate in ways that confirm yourself: aggressive, assertive, deferential; confirm yourself when you express your thoughts and feelings honestly and showing that you respect yourself.
  - Respect diversity among people: respect a range of communication choices and relationship patterns, be cautious about imposing our meaning on others' communication, ask others to explain behaviors that are not familiar to you to show that they matter to you.