

FINAL EXAM:

Chapter 5

1. The steps of the Integrated Listening Model (ILM).

- Listening Preparation- Includes all the physical, mental, and behavioral aspects that create a readiness to listen.
- Receiving- the process of taking in, acquiring, or accepting.
- Constructive meaning- complicated/unique process of making sense of the cues, signals, and impulses received.
- Responding- Means using spoken or nonverbal messages to exchange ideas or convey information
- Remembering- Done throughout the listening process and not just separate 5th step

2. The four Styles of listening.

- People Listening style- You are concerned with the other person's feelings
- Action listening style- You prefer precise and error-free information.
- Content listening style- You prefer complex and challenging information.
- Time style listening- You prefer brief and hurried interaction and let others know how much time they have to make a point.

3. The six kinds of listening.

- Discriminative listening- being sensitive to both verbal and nonverbal changes—the sounds and sights of communication
- Comprehension listening- Understanding what others are saying because you are aware of, grasp, and can make sense of the message.
- Appreciative listening- means listening for pleasure.
- Critical listening- You make judgments about what the other person is saying.
- Informative listening- Your primary concern is to understand the message.
- Empathic listening- Is the process of mentally identifying with the characters and experiences of another person.

4. Gender differences in listening.

- Women more likely to be people listeners than men.

- Women are interested in relationships and networking and men are more interested in competitive communication.
- When men and women talk, women are more likely to be the listeners.

5. Factors in and barriers to effective listening.

- Laziness- Avoid listening if the subject is complex or difficult and or it takes too much time.
- Closed-mindedness- Refuse to maintain a relaxing and agreeable environment and or relate to and benefit from speakers idea.
- Opinionatedness- Disagree or argue outwardly or inwardly with speaker, as well as becoming emotional or excited when speaker's view differ from yours.
- Insincerity- Avoiding eye contact when listening and paying attention to only the speaker's words rather than feelings.
- Boredom- Lack of interest with the speaker's subject and daydreaming and becoming preoccupied with something else when listening.
- Inattentiveness- Concentrating on the speaker's mannerisms or delivery rather than on the message and becoming distracted by noise from office equipment, telephone, other conversations, etc.

6. Define:

- Cognitive dissonance- occurs when you feel conflict because you hold two or more attitudes that are in opposition to each other.
- Anxiety- Disturbance that occurs in your mind regarding some uncertain event, misgiving, or worry.
- Control- is the desire to have governing influence over a situation
- Passiveness- involves the suspension of the rational functions and the reduction of any physical function to the lowest possible degree.

7. Differences in poor and good listeners.

Good listener	Poor listener
<ul style="list-style-type: none"> • Uses good eye contact • Is attentive and alert to speaker's verbal/nonverbal behavior 	<ul style="list-style-type: none"> • Interrupts speaker • Bad eye contact • Is distracted

<ul style="list-style-type: none"> • Patient/ Doesn't interrupt • Responsive, using verbal/nonverbal expressions • Asks questions in nonthreatening tone • Paraphrases/restates what speaker says • Provides constructive feedback • Is empathic • Shows interest in the speaker as a person • Demonstrates a caring attitude and is willing to listen • Doesn't criticize • Is open-minded 	<ul style="list-style-type: none"> • Not interested in speaker • Gives little to no feedback • Changes subject • Judgmental • Is close-minded • Talks too much • Self-preoccupied • Gives unwanted advice • Is too busy to listen
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8. Percentage of Time Devoted to Various Communication

- Listening- 45%
- Speaking- 30%
- Reading- 16%
- Writing- 9%

Chapter 6

9. Factors affecting interpersonal attractiveness.

- **Physical Attraction**
- **Perceived Gain**
- **Similarities** in personality and attitude
- **Differences** in personality and attitude
- **Proximity** or the close contact that occurs when people share an experience such as work, school, or play

10. The 7 motives for interpersonal relationships.

- **Pleasure**
- **Affection**
- **Inclusion**