

MIDTERM REVIEW

Chapter 1, 2, & 3

Chapter One

1. Be able to list and describe each of Abraham Maslow's hierarchical needs. Know why their order is significant in the hierarchy.
2. Define the following terms: a) sender, b) receiver, c) encodes, d) decodes, e) channel, f) environment, and g) verbal and nonverbal feedback. How does the environment affect the transactional model of communication?
3. List and describe the three types of noise. Know examples of each and know how to spell them.
4. Define communication.
5. Name and describe the five communication principles. What is the difference between content and relational messages? What are the four types of relational messages?
6. Name and describe the five communication misconceptions.

Chapter Two

1. Define the self-concept.
2. Know how the self-concept develops.
3. Define social comparison and reflected appraisal.
4. Give an example from your life when you were affected by social comparison.
5. Define the self-fulfilling prophecy.
6. Give an example from your own life when the self-fulfilling prophecy resulted from your own expectations of the outcome of the event.
7. Give an example from your own life when the self-fulfilling prophecy resulted from someone else's expectations of your performance.
8. Describe the four ways of changing your self-concept.
9. What is the perceived self? What is the presenting self?

Chapter Three

1. List the four steps by which we attach meaning to our experiences.
2. Be able to name and give a brief example of three factors that cause us to: a) select, b) organization, c) interpret.
3. Describe the process of negotiation.
4. Be able to define and give an example of how the following factors affect perception: a) physiological, b) social, & c) cultural.
5. What are the three parts to a perception check?
6. Define empathy.
7. Why is empathy so important to the perception process?