

## CPS round 2

### Chapter 7

Interpersonal communication (between 2 people)

- to start, build, maintain & sometimes end communication
- sets of expectations two people have
- helps to satisfy our innate human-wants to be in healthy relationships.

#### Types of Relationship

- How we communicate based on our relationships.
- We divide it in acquaintances, friends & intimates.

#### \* Acquaintances

- People we know by name, but with whom our interactions are largely less physical
- Defined more properly as impersonal/saving face.

#### → Impersonal communication:

- interchangeable chit-chat involving no or less self disclosure
- Not talking about yourself but other things
- no self disclosure.

- Online platforms include, insta, fb, snap chat, whatsapp.

→ • Saving face :

- the process of saving attempting to maintain a positive self-image in a situation.
- pretending to be more positive and impressive person.
- either to impress or to gain interests of others .

→ • Guidelines :

- Initiate a conversation (intro or any other)
- Make your comments relevant
- Develop an other-centered focus by asking questions, listening carefully & following up
- Engage appropriate turn talking (by listening/speaking both)
- Be polite

## \* Friends:

- people with whom we have a good self exposure-
- had many personal relationships.

## → Guidelines:

- Initiation (Be proactive, desperate to spend time together)
- Responsiveness (ask question then listen)
- Self-disclosure (exchanging more personal information, opinions & feelings).
- Emotional support (provide comfort and make them realize you care for them)
- Conflict management (handle fights properly)

## \* Intimates:

- People with whom we share high degree of interdependence, commitment, disclosure, understanding, affection trust.
- countless acquaintances & friends but few truly intimate relationships.
- Platonic and romantic relationships

- Both types trust matters a lot.

→ Platonic:

- not sexually attracted.  
e.g Harry Potter & Hermoine-

→ Romantic:

- partners acknowledged their sexual interaction.
- many people use many matchmaking

→ Guidelines:

- Be dependable (your partner learns he or she can rely on you)
- Be responsive (keep check balance)
- Be collaborative (in managing conflicts)
- Be faithful (maintaining partner's confidential information)
- Be transparent (by honestly sharing ideas)
- Be willing (to put your relationship first).

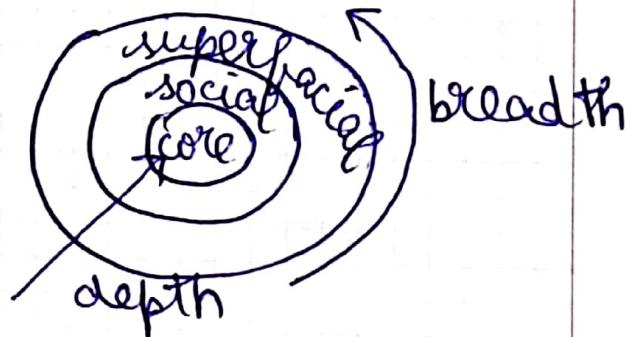
## Disclosure in Relationship life cycles

### \* Social Penetration:

describe different kinds of self-disclosure used in relationships

- superficial
- social (inter-personal)
- core ( few specials)

e.g peeling of the onion to the most centered part.



### \* Johari Window:

- Tool for examining social penetration
- Types
  - ⇒ open pane
  - ⇒ secret pane
  - ⇒ blind pane
  - ⇒ unknown pane

Known to other	Known to you	Not known to you
Known to you	Open	Blind
Not known to you	Secret	Unknown

## Stages of Relationship

### \* Coming Together

- Beginning & developing
- get to know each other.
- new interaction & exposure to someone

### \* Staying Together

- Once relationship is developed, we apply different strategies to make bond stronger
- Thanking, praising, expressing appreciation, complimenting etc.
- Spend time together etc.
- giving sacrifices, making priorities

### \* Coming Apart Declining / dissolving

- Four stages
- Circumscribing (communication decreases)
- Stagnating (interaction with emotions / enthusiasm)
- Avoiding (create physical distances)

Terminating  
giving - dressing (giving excuses that how it failed)

## The Role of Technology - - -

Two phenomena

- hyperpersonal communication (online based communication in which we think our partner is similar to us).
- social media, websites, applications.
- Mediamedia (use of different mediums to maintain relationships)

## Dialectics in Interpersonal Relationships

- Dialect (tension between conflicting forces)
- Relational Dialect (the competing psychological tension in relationship)
- Three dialects are common in Relationship
  - ⇒ Autonomy/connections . (decisions)
  - ⇒ Openness / closedness . (share ideas)
  - ⇒ Novelty / predictability . (behaviour
    - original, fresh, unique
    - consistency, reliability, dependability.

## Managing Dialectical Tensions

### • Four strategies

- Temporal solution (choosing one dialectical tension (autonomy/connection) & ignoring its opposite for a while)
- Topical segmentation  
{ choose certain topics to satisfy one dialectical tension (openness/closedness) & other topics to satisfy opposite }
- Neutralization  
(compromising between the desires of two partners), (novelty/predictability)
- Reframing (changing one's perspective about the level of tension).

## Chapter 9

### The Nature & Types of Groups

- Group (3-20 people)

- Group communication (all verbal/nonverbal things)

#### ⇒ Family

(comprised of intimates who through their communication, generate sense of home, group, identity, history & future)

#### ⇒ Social Groups

(comprised of friends who have genuine concern about each other's welfare & enjoy spending time together).

#### ⇒ Support Group

(comprised of people who come together to provide encouragement, honest feedback & safe environment for expressing deeply personal feelings about a problem common to members).

#### ⇒ Interest Group

(who come together because they share a common concern, hobby or activity).

## ⇒ Service Groups

(to perform hands-on charitable works or to raise money to help organizations that perform such work).

## ⇒ Work/Teams Groups

Work (to solve a problem or to complete a task)

Team (subset of work group where members are equally accountable).

- Heterogeneous Groups (some goal diff skills)
- Homogeneous groups (same goal same skills)

## ⇒ Virtual Group

(members that meet online)

- Guidelines for effective meeting
  - ⇒ Use richest form of technology
  - ⇒ All members are equiped & trained to use it
  - ⇒ Create opportunities for members to become familiar to each other
  - ⇒ Develop ground rules
  - ⇒ Create regular opportunities to evaluate the technology

## Characteristics of Healthy Groups

- ⇒ Have ethical goals
  - honest
  - upright
  - honourable (criminal gang).
- ⇒ Are interdependent. (music band).
- ⇒ Are cohesive
  - feel attracted.
  - membership is voluntary.
  - feel safe.
  - support, encourage / feedback.
- ⇒ Develop & Abide by Productive Norms
- ⇒ Are Accountable
- ⇒ Are synergistic (multiplying effort of group to reach best result).

## Stages of Group Formation

- Forming • what is goal • how to reach • who are members.
- Storming • sharing ideas / knowledge to be accepted • conflict handling.
- Norming • motivating • resolving conflicts • express ideas freely.
- Performing • way to achieve specific goal • using different skills -
  - can't perform best until unless storming, norming.
- Adjourning • celebrating accomplished task • learned skills
- Transforming • reform group to perform / achieve future goals together.

## Conflicts in groups

⇒ Pseudo-Conflict (who agree on something but believe they have not due to miss-communication)

⇒ Issue-Related Conflict

(when ideas, goals or opinions about topic contradict)

⇒ Personality-Related Conflict

(members think they are being attacked).

- power struggle

- might be from issue related conflict

⇒ Cultural conflict

⇒ Virtual group conflict

- emoticons

- no emotions

- no non-verbal cues

## Chapter 10

### Leadership

- Leader (an individual influences to get common goal)
- formal leader (a person elected to lead a group)
- informal emergent leaders (members who help lead the group to achieve goal)
- shared leadership functions (set of roles, members share to get a goal).
- role (a behaviour that group member performs)

Shared leadership categorized into

~~\* Task Roles~~ (leader that helps to acquire, process or apply the information to get a specific goal).

~~\* Maintained Roles~~ (leader that motivates, provides opportunities, develops relationships, commitments & positive working environment)-

~~\* Procedural Roles~~ (leaders that give logistical support and records the group's decisions, provide equipment, spaces for meetings etc)-

## Meetings

### \* Guidelines for Meeting Leaders

#### ⇒ Before the meeting

- Prepare & distribute a agenda.
  - sending mail
  - reviewing notes
- Decide who should attend meeting.
- Manage meeting Logistics (arrangements)
- Speak with each member individually before-

#### ⇒ During meeting

- Review & modify the agenda
- Monitor members interaction
- Monitor the time.
- Praise in public & reprimand in private
- Summarise whole scenario & decisions.
- set the next meeting

#### ⇒ Following up

- Review the outcomes • Prepare/distribute a summary
- Repair damaged relationships • conduct informal progress report of members .

## \* Guidelines for Meeting Participants

### ⇒ Before the meeting

- study the agenda
- Study the minutes
- Do your H.W
- List Questions
- Plan to play leadership roles.

### ⇒ During meeting

- Listen attentively
- Stay focused
- Ask questions
- Take notes
- Play devil's advocate (be willing for disagreement)
- Monitor your contributions

### ⇒ Following up

- Review / summarize your notes
- Evaluate the effectiveness
- Review decisions
- communicate progress (tell others)
- complete tasks
- Review minutes

## Systemic Problem Solving

### ⇒ S1 : Identify / define Problem

- fact • value • policy
- T/F good/bad actions/rules to follow

### ⇒ S2 : Analyse the Problem

- outcome • consequences • causes, etc

### ⇒ S3 : Determine Criteria for Judging Solutions

- risks • advantages / disadvantages • quantitative / qualitative measures.

### ⇒ S4 : Generate Solutions (as many)

### ⇒ S5 : Evaluate Solutions & decide

- expert opinion method
- Average group method
- majority rule method (voting)
- Unanimous decision method (all agree until)
- consensus method (not the first choice of members but they feel they will live with it).

### ⇒ S6 : Implement the agreed-upon solution

## Communicating Group Solutions

- written
- oral
- visual

Written → written brief (short) → background process decisions etc

Written → comprehensive report (detailed)

executive summary (one page)

Oral → oral brief (summary of written brief)

Oral report (detailed) (30 to 60 mins)

panel discussion (a structured discussion)

Visual → Remote Access Report (audio-visual presentation)

→ streaming video (recording that sent in compressed form over the internet)

## Evaluating Group Effectiveness

→ Group dynamics (that how a group interacts & work to achieve its goal)

→ Group presentations (both are important individual & group component)  
- content  
- structure  
- delivery.

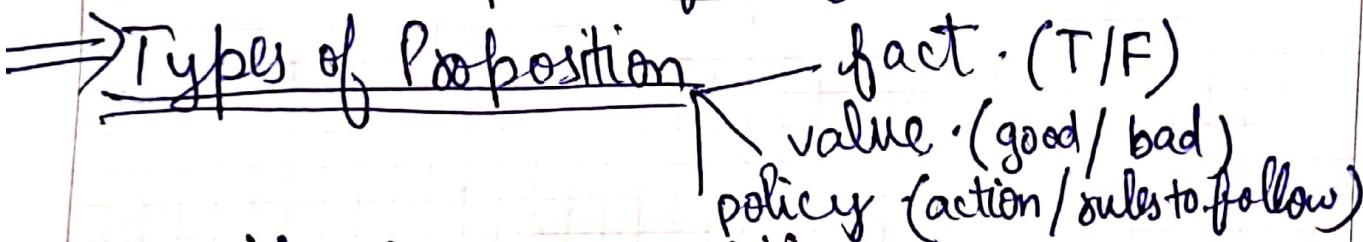
## Chapter 17

### The Nature of Persuasion

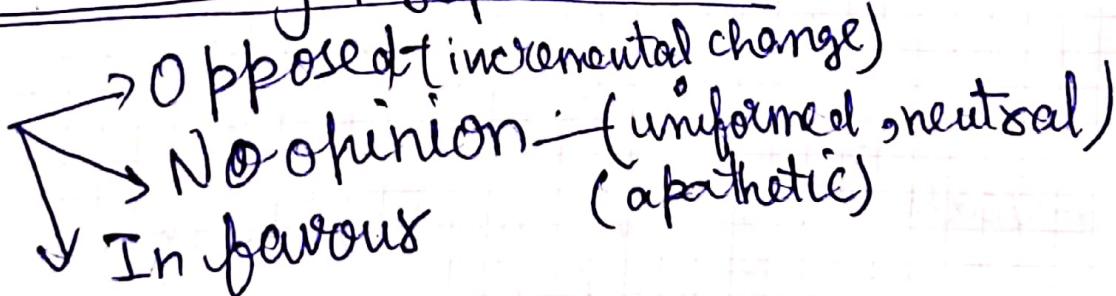
- persuasion (influence people's emotions, ideas & thoughts)
- rhetoric (use of all available means of persuasion)
- argument (by logos, pathos, ethos)

### Persuasive Speech Goals

proposition (a declarative sentence that clearly indicates the position ~~of the~~ you advocate).



→ Tailoring Proposition



## Rhetorical Appeals to logos}

- Three parts model
    - Claim
    - Support
    - Warrant
- ↓      ↓      ↓  
conclusion    reasoning    evidences

### ⇒ Types of Logical Arguments

- Argue with sign (citing information that give claim)
- Argue with example
- Argue from Analogy (supports claim with single comparable example).
- Argue from Causation (evidence of more relatable events).

### ⇒ Reasoning fallacies

- You give hasty generalization
- false cause
- either/or
- Strawman (weakens the opposing reasoning)
- Ad-hominem (attack or praise the person making argument rather than addressing argument)

## Rhetorical Appeals to Ethos

⇒ Conveying Good characters

goodwill (speaker gives good responses)

Empathy (ability to see world with others)

responsive (gives feedback).

⇒ Conveying Competence/Credibility.

initial — derived — terminal (expertise)  
in speech

- Explain yourself
- Use evidence from authentic sources
- Use non-verbal delivery
- Use vocal expressions

## Pathos

⇒ Envoking -ve emotions

- Fear
- Guilt
- Shame
- Anger
- Sadness

⇒ Envoking +ve emotions

- Happiness/Joy
- Pride
- Relief
- Hope
- Compassion.

## Persuasive Speech Patterns

- Statement of Reasons (facts in meaningful order)

- Comparative Advantages (Proposition of fact)

- Criteria Satisfaction (values) (proposition of value)

- Reputative (give main points) (proposition of value)

Problem-Solution (nature of problem) (purpose of solution)

Problem-Cause-Solution (proposition of policy)

Motivated Sequence (motivate the audience)  
(proposition of policy, value).