



**Year 11**

**PSYCHOLOGY ATAR 2021**

**TASK 5 – Communication – Topic Test**

**(Weighting: 5%)**

Time allowed: 50 minutes

Name: Marking Guide

MARKS AVAILABLE	YOUR MARK
50	
	%

## Answer all questions in the spaces provided.

### Question 1

(6 marks)

a) List four forms of non-verbal communication. (2)

(0.5 each) - any 4

Facial expression

Physical appearance

Gestures

Smell

Touch

Posture.

Physical distance/proxemics

b) Hall (1966) outlined four levels of interpersonal space or "distance zones". Describe TWO of these levels. (4)

Intimate <sup>any 2</sup> zone - 0-50cm - close relationships eg. family, lovers

Personal zone - 0.5-1m - friends

Social zone - 1-4m - functional relationships

Public zone - >4m - strangers in public places

### Question 2

(1 mark)

Define effective communication.

The message is understood by the receiver in the way it was intended by the sender.

### Question 3

(3 marks)

Describe three barriers to effective communication. (any 3)

Background noise

Receiver not listening intently

Listener not asking clarifying questions

Speaker using too complicated words

Not speaking loud enough

**Question 4****(6 marks)**

Briefly describe the investigation by Glucksberg and Kraus (1967) that used the *referential communication technique*. Explain why preschool children found the task more difficult than older children.

Two children on opposite side of screen ①  
One speaker & one listener ①  
Listener to identify object <sup>or rearrange objects</sup> as described ①  
Preschoolers' descriptions were based on personal objects ① which did not take into account the context of the listener ①  
Whereas older children used more objective, specific descriptions ①.

**Question 5****(5 marks)**

Appropriate communication is very important in establishing and maintaining relationships. Communication style and language is examined when a person goes to see a psychologist or counsellor about a problem with a relationship. A psychologist is likely to teach assertive communication.

a) What does assertive communication mean? (2 marks)

Honestly expressing opinions & feelings ① in a way that does not infringe on the rights of others ①

b) List the three steps that are involved in communicating assertively. (3 marks)

1. <sup>saying you</sup> understand the other's point of view.  
2. State the problem  
3. State what you want to change

**Question 6****(3 marks)**

Children with specific language impairment (SLI) are not readily accepted by their peers. Use your psychological understanding of SLI to explain why this may be the case.

Children with SLI have trouble understanding others & expressing themselves ①  
They therefore have trouble with negotiation and resolving disagreements ①,  
sometimes resorting to physical means which cause other students to dislike them ①.

**Question 7****(2 marks)**

Define "total communication" and "bilingualism".

total communication - use of formal signs, gestures and finger spelling with spoken language.  
bilingualism - teaching and learning of two languages separately.

**Question 8****(6 marks)**

Describe the two main forms of hearing loss, identify which would not be able to be treated with surgery and ~~briefly explain~~ <sup>identify</sup> an alternative treatment.

Conductive ① - problems in outer or middle ear that prevent sound reaching inner ear ①  
Sensorineural ① - problem in cochlea or auditory nerve so message is not transferred to brain ①  
Sensorineural would not be treated with surgery ① but could be treated with a cochlear implant ①.

**Question 9****(4 marks)**

List and describe TWO impacts of hearing loss on speech and language development in children.

less exposure to language (1) → smaller vocab (1).  
not able to hear themselves (1) → poor pronunciation (1).

**Question 10****(2 marks)**

Explain why it can often take years to diagnose hearing loss in very young children.

Because parents are often hearing (1) and may not notice the child is delayed in reaching milestones (1).

**Question 11****(12 marks)**

According to Robinson (2003) there are three ways humans communicate to initiate, maintain and regulate social relationships as adults.

- a) Describe the three aspects of handshaking that should be considered, and suggest how someone would use a handshake to greet a friend, giving reasons for your answer. (5 marks)
- b) There are three main patterns of communication used as forms of address. Suggest the type of person who would use the V form and give an example. (3 marks)
- c) Brown and Levinson (1987) proposed three determinants of the choice of behaviour that should be considered when behaving in a "polite" manner. Describe the three determinants, and suggest how a friend would request the use of a vehicle for two hours that would ensure the desired outcome. (4 marks)

- a) - way you extend the palm ①  
- pressure ①  
- length of time. ①.

+2 marks for describing & explaining.

- b) 'Vows' is the more formal term compared to 'tu' ①  
eg. a servant talking to their master ①  
(or to Queen), etc.

'my lord', 'Her Majesty' ①

- c) Social distance ①, Power differential ①,  
imposition of request ①.

+1 for giving an appropriate suggestion.