**CST 229 Exam One and Exam Two Study Guides For Connecting Intercultural Communications**

The following are the study guides/chapter outlines for each chapter in the text.

**Chapters 1-6 Review Sheet;**

The following contains a listing of the key concepts and ideas used to develop the quizzes (chapters 1-6) and Exam One. The quizzes contain multiple choice and true false questions. Exam One consists of multiple choice, true/false, and matching questions. It is suggested that you read each chapter in the text-outlining and defining the chapters based on the key concepts and ideas listed below.

**Chapter 1**

**Define the following Key Terms**;

Culture and communication, Cultural patterns to include; beliefs, values and norms, Worldview to include; Religion as worldview, Secularism as worldview, Spirituality as worldview. Cultural values, Uncertainty avoidance, Power distance, Individualism/collectivism, High context/low context. Linear model of communication.

**Further Define and outline (briefly explain):**

*Worldview* to include an understanding of the Expressions of Worldview and Importance of Worldview. Cultural patterns to include; beliefs, values and norms. Cu*ltural Value Orientations* to include High-Context Culture and Low-Context Culture. Cultural Values to include Masculinity/Femininity, Uncertainty Avoidance and Power Distance and Individualism/Collectivism. Develop Culture-Specific Skills to include; Practice Listening, Practice Intercultural Empathy, Develop Flexibility

**Chapter 2**

**Define the following Key Terms;**

Cultural identity, Identity negotiation, Cultural sensitivity, Attribution Errors, Social Identities, Gender Identity, Gender and Ethnicity, Ethnic Identity, Regional Identity, Organizational Identity, Personal Identity. Minority identity development and Majority identity development. Noise to include Physiological, Psychological, Semantic and Physical . Ethics, Stereotyping, Self-concept. Uncertainty reduction theory, Implicit personality theory. Self-fulfilling prophecies, Perceptions, elderspeak.

**Further Define and outline (briefly explain):**

*Characteristics of Communication* to include Communication Is Symbolic, Communication Is Interpretive, Communication Is Transactional, Communication Is Contextual, Communication Involves Shared Meanings. *Elements of Intercultural Communication* to include; Communication As Action, Communication As Interaction, Communication As Transaction. *The Perception Process* to include the

Components of the Perception Process. Context to include; Physical dimension, Temporal dimension, Social-psychological dimension and Cultural Context. Relational ethics and lying.

**Chapter 3**

**Define the following Key Terms:**

Learning preferences, Cultural Bias, Listening Preferences, Intrinsic motivation, Extrinsic motivation, Interdependence, Traditional knowledge, Epistemology Factual Knowledge, Cultural Resume.

**Further Define and outline (briefly explain):**

*Family As Social Structure* to include; Communication in Families, Forms of Family, Functions of Family, Family Roles, Family Rituals, Family Stories, Family Secrets. Local Community Building to include and understanding of the FIRO model. *Contexts as Social Interactions* to includeThe Health Care Context (Magico-Religious Approach, Holistic Approach, Biomedical Approach); Cultural Learning Preferences (Mastering (Sensing-Thinking) Learners, Understanding (Intuitive-Thinking) Learners, Self-Expressive (Intuitive-Feeling) Learners, Interpersonal (Sensing-Feeling) Learners); Business As Social Context (Globalization, Doing Business Intercultural Competence in Business *.*

**Chapter 4**

**Define the following Key Terms:**

Listening, Effective Listening, Intercultural Listening, Empathic and Objective Listening, Nonjudgmental: Critical Listening, Comprehensive listening, Appreciative listening, Defensive listening, Pseudolistening, Confrontational listening, Literal listening, Selective Listening**,** Active listening, Civil listening

**Further Define and outline (briefly explain):**

The Listening Stages to include; Receiving Verbal and/or Nonverbal Messages, Interpreting Verbal and/or Nonverbal Messages, Responding to Verbal and/or Nonverbal Messages. Outline the three organizational techniques useful in helping you remember what is said which include; chunking, ordering and reordering. Comprehend the difference between listening and hearing Finally outline the techniques listed under the Mindful Listening and Applications to include; Developing Mindfulness, Improving Your Retention, Learning to Paraphrase, Using Minimal Encouragers

**Chapter 5**

**Define the following Key Terms:**

Conflict, Defensive Climate,Supportive Climate, Affective conflict, Value conflict Cognitive conflict, Goal conflict, Kitchen Sinking, Monologuing, constructive anger, destructive anger.

**Further Define and outline (briefly explain):**

*Conflict Management Styles to include:* Avoidance, Competing, Compromising, Accommodating, Collaborating. Problem Solving to include confrontation, integration, smoothing, avoiding. Forms of escape to include Mental Paralysis, Alternation,

Literal Escape. Adjustment Mechanisms to include Rationalization, Compensation, Projection, Repression, Contraposition, Rationalization, Compensation, Regression. Negotiating Strategies to include; Tit for Tat-Do Unto Others, Reformed Sinner, Positional Bargaining, Principled Negotiation, The Four Principles, Remaining Unconditionally Constructive. Social Exchange Theories to include; Interdependence theory, Investment Model, Equity Theory.

**Chapter 6.**

**Define the following Key Terms;**

Interpersonal Communication, Feed-forward messages, Feedback messages, Ethics, love styles to include Eros, Storge, Mania, Ludus, Pragma and Agape. Assertiveness, Self Disclosing,

**Further Define and understand (explain):**

*Purposes of Interpersonal Communication* to include*;* How Do We Communicate Interpersonally? What Makes Communication Interpersonal?, Why Interpersonal Communication Matters. Axioms of Interpersonal Communication to include; Interpersonal communication is a transactional process, Interpersonal communication is a process, Interpersonal communication refers to content and relationship, Interpersonal communication is a series of punctuated events, Interpersonal communication is inevitable, irreversible, and unrepeatable. Types of interpersonal Relationships to include; Strangers, Acquaintances, Friends. Love Styles, Culture and Gender to include individualistic and collective cultural perspectives. Theories on Relationships and Development to include; Uncertainty reduction theory, Social penetration theory, Relationship dialectical theory, Rules theory, Attraction Theory, Social exchange theory, Equity theory.

**Chapter 7-12 review sheet**

The following contains a listing of the key concepts and ideas used to develop the quizzes (chapters 7-12) and Exam Two. The quizzes contain multiple choice and true false questions. Exam One consists of multiple choice, true/false, and matching questions. It is suggested that you read each chapter in the text-outlining and defining the chapters based on the key concepts and ideas listed below.

**Chapter 7**

**Define the following Key Terms:**

National Identity, Ethnic Relations, Verbal Communication, Nonverbal Communication, Relational Communication, Individualism, Equal Opportunity, Grice’s cooperative principle. Relational communication, social relations orientation, Evidence, Warrents,

**Further Define and outline (briefly explain):**

Metaphors of U.S. Cultural Diversityto include*;* The Melting Pot Metaphor, The Tributaries Metaphor, The Tapestry Metaphor, The Garden Salad Metaphor. Worldview as it relates to the United States. Dominant U.S. Cultural Patters to include; Individualism, Equal Opportunity, Material Acquisition, Science and Technology, Progress and Change, Work and Play, Competitive Nature. Grice’s four conversational maxims to include; the maxim of quantity, The maxim of quality, The maxim of relation refers, the maxim of manner. Cultural Differences in Persuasion Quasilogical Style, Presentational Style, Analogical Style.

**Chapter 8**

**Define the following Key Terms:**

Win-Win method, problem, Information Overload, Incrementalism, T-chart, Decision matrix, Escalation, Functional Perspective, The Communication Function. Creative Problem Solving, Brainstorming, Nominal group technique, Sensational Thinking, Morphological analysis

**Further Define and outline (briefly explain):**

Information overload to include the consequences and how to deal with information overload. Decision Modes to include; Consensus, Voting, Multiple Ranking, Decision by Authority. Problem solving in organizations to include the nominal group technique, the Delphi method, and quality circles. The Functional Perspective to include; balanced participation, conflict resolution, organization, group empowerment. Dewey’s Standard Agenda to include; Task clarification, problem identification, fact finding, solution criteria, solution suggestions, solution evaluation and selection, solution implementation. Enhancing group creativity to include; control judgment, encourage innovation, ask “what if,” use metaphors.

**Chapter 9**

**Define the following Key Terms:**

Language, Semantics, Concrete words, Abstract words, Jargon, Slang, Doublespeak, Euphemisms, Stereotypes, Sexist language, The Sapir-Whorf hypothesis, Linguistic determinism, Linguistic relativity, Verbal immediacy, Jihad, verbal code, Denotative and Connotative Meanings, Morphology, Semiotics, Argot, Code switching, to communication apprehension, individualist cultures, Focus Theory, social constructionism, Ethnocentrism, Polarization, static evaluation, racism, verbal taboos, verbal immediacy, “I” language, shared knowledge errors, shared opinion errors, monopolization errors.

**Further Define and outline (briefly explain):**

# Axioms in the Language Centered Perspective on Culture to include; cultural inherency of communication, tacit knowledge, Ideology and cultural marginalization, Knowledge or the margins, Historicity and innovation, Cultural inter-influences. Motives and Verbal Communication to include interpersonal communication motives (ICM). Contexts and Verbal Communication to include; Culture Context, Cultural Influences Language, Language and Cultural Values, Social Contexts, Family and Friends, Coworkers Jargon, Gender Context, Individual Context,

**Chapter 10**

**Define the following Key Terms:**

Nonverbal Communication, Meta-communication, Proxemics, Psychological time, kinesics, emblems, affect displays, regulators, adaptors, Nonverbal Expectancy Violations Theory, Face, illustrators,

**Further Define and outline (briefly explain):**

Characteristics of Nonverbal Communication to include; Nonverbal communication is present in most interpersonal communication, Nonverbal communication often conveys more information that verbal communication, Nonverbal communication is usually believed over verbal communication, Nonverbal communication is the primary means of communicating emotion, Nonverbal communication is meta-communication. Functions of Nonverbal Communication to include; Impression management, Forming and defining relationships, Structuring conversations, Influencing others, Expressing emotions. Channels of Nonverbal Communication to include; Body communication, Facial communication, Eye communication, Touch communication, Paralanguage and silence, Spatial messages, Artifactual communication, Temporal communication, Environment. Building abilities in nonverbal communication to include; turn taking, making space, equalizing influence, touching. Interpreting Nonverbal Communication to include; Be sensitive to nonverbal messages, Decipher the meaning of nonverbal messages, Be aware of the situation, Keep culture in mind, Ask for clarification,

**Chapter 11**

**Define the following Key Terms:**

Experiential learning, Cases, Case Study Approach, diversity, diversity strategy, Groups

**Further Define and outline (briefly explain):**

Components and Design of Experiential Learning to include; Climate setting, Goal clarification, Experience, Processing, Generalizing, Applying, Closure. National Oceanographic and Atmospheric Administration’s dimensional categories to include Personality, Internal Dimensions, External Dimensions, Organizational Dimensions. Leadership behaviors as related in the Airline Case Study.

**Chapter 12**

**Define the following Key Terms:**

Competent Intercultural Communication, Communication competence, Communication Apprehension, Motivation, The Western View of Motivation, The Eastern View of Motivation, Individualism, Collectivism, World-mindedness, ethnocentrism, attribution complexity, Commitment, Ethics, Honesty

**Further Define and outline (briefly explain):**

Assessing Competence to include; Adaptability, Institutional , Political and Class Influence, Identity and Adaptation, Conversational Involvement, Empathy, Effectiveness, Appropriateness. Similarity in Communication Skill to include; The differential importance explanation, The “ignorance is bliss” explanation, The “sour grapes” explanation, The skill-as-culture explanation. Intercultural communication competence to include; content knowledge, self-knowledge, linguistic knowledge; Skills, Sensitivity, Character. Appropriateness in regards to following the rules. Communication Competence and conflict behavior to include appropriateness and effectiveness.