Wilmot

1)

Describe three methods for managing relational conflict through collaboration and negotiation.

Principled negotiation – the method of analyzing the People, Interests, Options, and avoiding the use of criteria to create negotiation that is more conducive to negotiation that makes everyone happy.

Confirmatory Statements: The use of statements that indicate that you care and recognize the person.

Nonspecific compensation: a process where one of the involved parties is paid off with some type of compensation.

2)

Explain how integrative and distributive bargaining can help someone achieve a goal in interpersonal persuasion.

Integrative bargaining helps give the other person a sense of being appreciated and produces credibility for future negotiation by ensuring the other person gets something good from the negotiation.

Distributive bargaining gives you an edge when there is a limited resource that needs to be divvied up. It is vital in a business setting and can help you get the resources you need when not everyone can enjoy a maximum benefit.

DeVito

1)

Describe the six types of power one might bring to an interpersonal interaction.

Persuasive: This is a positive feedback loop of power, the user is seen as persuasive and thus is given more persuasive power by those who see the user as persuasive.

Legitimate: The power that is awarded by holding some type of office. Police, senators, CEOs, etc. have this type of power

Referent: the type of power you have when others wish to be like you or be identified with you.

Expertise: This is the power that you have when you have a level of expertise and non-bias in a situation. A physicist has physics expertise, a lawyer has law expertise.

Information: this power is like expertise, however, when you have knowledge of some subject and can use it effectively this power is at play.

Reward: This power is based on how much you can reward others for certain actions and lends itself well to building persuasive auras.

Coercive: This power is based on how you punish others for certain actions, but it does not lend itself to building persuasion, it hurts your image.

2)

How is interpersonal power communicated through verbal and nonverbal channels? What does listening have to do with interpersonal power?

Power is nonverbally communicated through remaining calm and relaxed, fidgeting or self-manipulation indicates anxiety and lack of confidence.

Power is communicated verbally through vocalizations and the way that you speak. Quick, stuttered, and quiet speaking indicates a lack of confidence, nervousness and lack of power. While relaxed, concise and eloquent speaking with an appropriate level indicates confidence or power.

Listening indicates that you have enough self-confidence and composure to listen intently to another person without being distracted. Additionally, competently understanding another person and responding when needed indicates caring and thoughtfulness which is a display of power. It takes self-confidence and positive self-image to create a situation where someone feels comfortable talking.

3)

How does compliance gaining and compliance resisting affect the interpersonal persuasion process?

Compliance gaining is a portion of persuasion, using compliance gaining helps get others do what you ask of them. It is the essence of persuasion diluted into a small favor.

Compliance resistance is the opposite of persuasion, it involves avoiding doing some action. It is important to understand how to avoid doing actions that you deem improper or inefficient, you can do this through justification which is a form of persuasion.

4)

Describe the three most important compliance gaining strategies and why they are the most important.

Pregiving, Debt, Threats are the three most important.

Pregiving is important because you are immediately rewarding someone for some work. It is a high-risk/high-reward method, in some cases the other person could take the reward and run.

Debt is frequently used; however effective use of the debt can improve your persuasion while improving your persuasive image.

Threats are used by many people, while effective at times the more effective it is the worse your persuasive image is in the eyes of the other person.

These are important because they are simple methods but can produce high value in any situation or be extremely detrimental to an unexperienced user.

5)

Describe the four compliance resisting strategies. How do you decide which one to use in interpersonal persuasion?

Image manipulation (identity management) – altering the image of the person persuading you to avoid some action they request of you.

Negotiation – When you request something in return for your compliance.

Justification – When you deny the request with some reason, whether it be a consequence of some kind or distaste for the action.

Nonnegotiation – you just say no when under persuasion

6)

Why is empowerment an important part of interpersonal persuasion?

By putting someone into a level above where they feel they are, they gain confidence and can become more receptive to messages. Someone who lacks confidence or feels bad will be highly non-receptive. Additionally, they will become a more effective communicator, they will be able to vocalize their feelings and their thoughts more confidently and with greater eloquence.