Psychology of Human Relations – Chapter 8 Concept Notes Outline

1. What are some general principles of nonverbal communication?

Conveys emotions, is multi-channeled, is ambiguous, may contradict verbal messages, is culture-bound

1. What is paralanguage and how can it be used to convey meaning?

Refers to “how” something is said. It is a non-language, verbal cue that can change the meaning of words used. Such as in a questioning tone

1. What are some tips for being an effective listener?

Signal interest using non-verbal cues, Face the speaker squarely and lean in, maintain eye contact, nod or raise eyebrows to communicate feelings.

1. What is communication apprehension, and how do people who experience this often respond to having to talk with others in a situation that makes them uncomfortable?

Anxiety caused by having to talk with others. Can be experienced in the form of “butterflies”, to cold hands, dry mouth, and a racing heartbeat.

1. What are the different styles of managing conflict? Describe the one that you tend to use.

Avoiding, accommodating, competing, compromising, and collaborating. I prefer collaborating when possible, but fall back to compromise when an optimal solution is incompatible.