**HERITAGE COLLEGE**

**INTERPERSONAL RELATIONSHIPS**

**350-H05-HR**

**Final Exam**

**Given: April 29th, 2016**

**Due: 1 p.m. on May 6th**

Your answers should be typed and submitted through turnitin.com

The Class ID is: **12608480**

The password is: heritage

1. At the beginning of our time together, we worked with a model for improving interpersonal skills. Identify an interpersonal skill that you’d like to develop. Apply the 5 steps that were discussed. (5 points).

One of the interpersonal skills that I’d like to improve is my social interactions in large groups. Being in larger social situations is something that typically causes me some stress, so I’d like to work on this so that I interact better when I’m around larger groups of people.

For the time being, I’m still pretty far from being able to say I’m comfortable in large social situations. I spend a lot of my time around people stressing about what I’m going to say, if I’m going to say anything, how the things I say can or are being interpreted. I never want to say something that just comes out badly and hurt someone, and it really stressed me out when I do because then everyone kinda turns around and looks at you and then I get more stressed and can’t re explain what I meant to them. So I just need to calm down a little bit and stop being so high strung around people.

One thing that I feel could be very helpful in getting to be more comfortable in large social situations is I could get to know all the people that I spend time with on a more 1 to 1 basis. That way I could end up just in general feeling better around all of them as a whole instead of only feeling super comfortable around certain people. But when it comes to being around people I don’t know, such as new work environments, I just need to be able to put myself out there more and be able to openly engage in social situations.

At the beginning of the year, this is something that I said I was going to try and work on and so far I think I’ve been doing very well on it. Partly due to the fact that busing home with people forces me into 1 on 1 social interactions, partly due to the fact that my friends have been having more parties recently, I feel as though my comfort level has grown quite a bit.

I need to continue working on it because I’m still noticeably more awkward and tend to not participate in going to events as much as some of my other friends, but so far it’s been going well. I find that I walk down the hall now and stop to talk with people who I kind of spent time being around, but never really talked to a whole lot. It’s a nice change and it’s something I intend on continuing to work on until I can really feel comfortable in social situations. Not feel anxiety or stress by being surrounded by a lot of people.

1. Describe your own personal “Cognitive Style”. (Remember that 4-letter exercise?) Explain two “strengths” and two challenges associated with your cognitive style. Provide real-life examples where you noticed these strengths and challenges. (5 points)

I am an ISTP, meaning I am introverted, I am observant, I tend to make decisions based on my thinking and logic and I am perceiving. Introversion means that I gather energy from being on my own and being around people expends that energy. I am observant, meaning I focus on the big picture and not as much on specifics, I’m a very down to earth person. I make smaller decisions based on how I feel about them in the moment and don’t spend a lot of time analyzing possibilities. And I have a much more flexible lifestyle, meaning I don’t plan things out, I’m not mind blowingly organized, etc., I leave wiggle room for things.

Some of the advantages to this is it leaves a lot of room for creativity. I’m a creative person and I’m very passionate about the things that I do, which leads me to taking a lot of pride in my work. I always feel good about what I’ve done if I feel it’s been done to my liking. Because I’m more down to earth, I tend to enjoy producing very tangible things, stuff that I can see and use, things that can be useful for myself and other people. Which only strengthens the pride I take in my work and can make me put a lot of time and energy into producing things that I’m proud of. One example of me taking pride in my work is often with programming and web assignments, when I’ve done a good job on them, I’ll show them off to my parents or siblings because I spent a lot of time working on it and I think I did a good job of it. I do this a lot with web class because it’s stuff that’s much easier to understand for someone who doesn’t know a lot about programming. My achievements are more understandable for them.

So of the disadvantages are that due to my more relaxed lifestyle, I tend to not schedule my time for things properly, so I end up not making time to do some homework and it leads me to forgetting a lot of things because I don’t put them in a calendar or something like that. Because of this, I’m very likely to get stressed out, and I tend to be someone who’s very easy to stress out in general. I’m also a very competitive person, and while competition is healthy to a degree, sometimes I can push it over the edge. I’d never attack someone personally to try and win something, but will only ever try to win through my own ability, because I take pride, and there’s no pride to be taken in tearing someone down. However, this means that when I don’t do as well as I’d like, I tend to be very harsh on myself and kind of ‘beat myself up’ over it. My stress comes around very frequently, whenever a due date is coming up and I haven’t done as much work as I’d like, or I have a test I haven’t studied for, that sort of thing. Right now we have a programming assignment due on Friday, the 6th and web due on the 10th along with a bunch of smaller things in there and that causes me to stress out a lot and when you’re stressed you tend to procrastinate more. So it’s really unhealthy the amount that I tend to stress out. I also get very competitive with my brothers. I’m stuck in the middle with a brother who’s 2 years older than me and a younger one who’s 3 years younger than me, and those two age gaps are the one in which siblings tend to compete the most, so I find myself in constant competition with my brothers and it can get very frustrating, both for me and them. Not just to lose, but just to be in such constant competition.

1. Name and describe 3 guidelines or techniques for resolving conflicts. Provide an example where you, or someone you know, used one of these techniques. (5 points)

Confrontation and problem solving- This is the one I use the most often. It involves taking time after something has created conflict, thinking about how you feel, how it makes you feel, thinking about how it makes the other person feel, and going and talking about it. Sitting down with the person and just talking until the conflict is resolved. I do this a lot with my girlfriend because I tend to be a very emotional person, so if I talk about things right as they happen, I often get angrier and cause more conflict. So I always take my time, come up with examples of when things have happened and talk to her about it in a calm and very understand way, explaining how I feel and letting her know that I understand how she feels. I find it’s important to establish empathy.

Mediation: Mediation is when two people simply cannot deal with the problem themselves and a third party person who’s neutral in the argument comes along and mediates their discussions, makes sure both people are understood and makes sure the conflict gets resolved in a calm way. My friends are very dramatic people and often get into fights over the most ridiculous things, so I used to go in a lot and mediate the arguments. I never like to get involved or take sides because I didn’t want people mad at me and I didn’t want to become a part of the conflict, so I would help the two people in conflict try to figure out what they could do to solve it. I usually did this though when they didn’t ask for it, so people got mad at me for trying to get involved in situations that didn’t concern me, so I never really do this anymore. It was a huge energy sink anyways, so it’s better for me to not do it.

Image exchanging: this is when the two people in conflict with each other sit down and listen while the other person calmly explains their point of view to the other person. This helps establish empathy with the person you’re fighting with and helps you understand each other’s views better. This often leads to the best compromises being made and situations that get as close to a win-win as possible, given the circumstances. I use this a lot as an intermediate step in confrontation and problem solving when having arguments with my girlfriend. I sit and listen to her and then she sits and listens to me. Usually our conflicts get resolved with both of us relatively happy with the outcome due to being able to better understand each other.

1. What is a key leadership trait that you possess. Explain and provide three examples. (5 points)

I feel as though I have a very strong sense of self-awareness. I’m not the world’s most confidents person, so I spend a lot of time thinking about things that I can improve and I always want feedback from people. When I was younger I had some friends who were very blunt about things and just told me what they thought, so it’s made me now reflect on things when I don’t get feedback from things. For example, because I’m in computer science we make a lot of cool programs, so I always love to go home and show my parents my end results or where I’m at in the moment. Especially for things that are aesthetic related, I always like to know what I can do better. I feel as though this would transfer to the workplace if I ever got into a managerial position very well.

I spend a lot of time going out and reflecting on things, not just thinking about myself in a superficial or self-centered way, but in a much deeper way, wondering what I want out of things, exploring how I feel about my relationships with people that are close to me, knowing what I like about them and what I don’t like. I think a lot about what I want out of life and what kind of lifestyle I want to live versus where I’ll end up if I continue on the path that I’m on. After I graduate from Heritage, I’d like to get my bachelor’s degree. Griffith university in Queensland Australia offers students from the Computer Science program at Heritage a bachelor of computer science after studying there for one year, we can get enough credits to be directly in 4th year after starting there. I went for a trip to Europe in 2008, when I was 10, and have loved travelling since, so I’ve known for a long time that I’d like to study abroad at some point and I want to continue in computer science, so it’s a perfect opportunity. Going to Australia after I graduate from Heritage is what I really want to do right now.

Because of the fact that I’m very self-aware, I’m not very strongly affected by heavy criticism. A lot of the stuff that someone can tell me, I already know. While anyone can be hurt by it when presented in a rude way, I understand a lot of my flaws and don’t try to deny them because that doesn’t really help anybody. But because I understand and accept them, I’m better able to change them, which I think is important for a leader. There’s not enough leaders who can admit they’re wrong, apologize and change the course of action.

1. Choose 2 of the following 3 concepts and describe them. (10 points total)
   1. The stacking effect of marijuana
   2. Amotivational syndrome pertaining to marijuana

Amotivational syndrome is the idea that marijuana usage can lead to a total lack of motivation due to the brain’s deterioration of sequencing abilities. For example, someone who’s a very heavy user of marijuana won’t see the long term effects of having a good education. A lot of people who start young lose the ability to think ahead and see that studying a lot will make you do better in your classes, doing better in your classes will let you graduate, maybe get a scholarship, get accepted into university. From there you can get a degree and you end up having a good job in a field that you enjoy working in. People who have amotivation syndrome don’t necessarily see that chain of cause and effect and end up not really wanting to do anything with their lives because they don’t really see a point.

* 1. The model of change (aka the Transtheoretical Model of Change)

The Transtheoretical model of change is a theoretical model on the stages that people go through when making an intentional behavioral change about themselves. There’s 6 stages to the change.

* + 1. Precontemplation: This is before people ever intend on making a change and don’t necessarily see how their actions are problematic.
    2. Contemplation: Basically this just means that people have started to realize that what they’re doing is problematics and they start trying to decide if they’re going to do anything about it.
    3. Preparation: This is when people start taking small steps to make a change in their behavior. For example, they let people know that they want to change it so that they can get support.
    4. Action: This is where people actually have the change. Usually this step takes place over around 6 months, where the person works to get the unhealthy habit or behavior out of their life.
    5. Maintenance: After the change has been made, you need to maintain this to make sure you don’t fall back to your old habits/actions. Your new actions need to be maintained, or else you can fall back down again.
    6. Relapse: This is a possible consequence of failure to maintain properly. When you relapse, it’s a single instance of you going back to your old habit or recalling it. It’s not that suddenly you need to restart, it’s just that this one time, you messed up.

During all of these stages, its super important to have a really good support system to help you out, because otherwise effectuating these changes can be very difficult. Needing to apply these changes often occurs with drug addictions or particularly bad habits. Although it can also be applied to the creation of new healthy habits, which is something that we all need to work on just as much as getting rid of the bad ones.

1. Choose a mental health disorder that was discussed in class and describe it. You should include the symptoms, age of onset, how common it is, and how it might be treated. (5 points)

Phobias are a type of anxiety disorder in which the person suffering from the phobia has an irrationally large fear of something that poses no real threat at all. The key thing about a phobia versus a plain fear, is that phobias are disruptive to your life and prevent you from doing things that most people do or that you would otherwise like to do. Most phobias develop at a young age due to experiences that at that age would be considered to be a traumatic experience. Usually you develop them because someone else you knew who was older than you, such as a parents or other older family member had a fear of them and you witnessed them having some sort of overreaction to it. Phobias are relatively common as something that’s self-diagnosed, but actual phobias are relatively uncommon, they’re found in less than 1% of people. The most common types of phobias are ones that are related to social situations, and social anxiety. Phobias are hard to treat because all forms of treating them involve exposing the person to the thing that they’re scared of. There’s two main types though. There’s a systematic desensitization approach, where the person is slowly introduced to the thing they’re scared of and they slowly expose them to more and more extreme situations in which the thing they’re scared of is involved. This is effective because the person undergoing treatment will feel like it’s being done in a safe way, without freaking out due to over exposure. Another approach is to flood them with the thing that they’re scared of. Take someone who has a phobia of snakes for example. Flooding them with their fear would be like taking them and sitting them in a room full of snakes for hours on end until they realize that that they’re not going to get hurt, that snakes really aren’t that scary. This is effective because it doesn’t take a long time and the person is just pushed beyond where their comfort zone would ever be breached in reality. For example, if you sit someone in a room with 100 snakes for 3 hours, then the one snake they see every now and then isn’t going to seem like a big deal anymore because they were exposed for so long without anything ever happening to them. This can go wrong though in certain situations if something bad actually does happen, which is likely to only enhance their fear instead of get rid of it.