When you use neutral language and ask for a behavior change you are making a constructive complaint.

Review DESC scripting

Review key communication skills for managing conflict in a constructive way

Review types of power & power resources: coercive, legitimate, expert, referent, reward, etc

Review empowerment

Prevention power

Review hedges, hesitations, tag questions, disclaimers, excessive politeness – be able to identify examples of these

Review the stages of a relationship

Review dialectical tensions of relationships – be able to identify examples of these & how you can potentially deal with and manage them

Definition of interpersonal communication

Proximity

Review halo/horn effect

Review matching hypothesis

Review the Altman and Taylor’s Social Penetration Model

Definition of New Media

Convergence

First & Second Media Age

Understand the difference between Interactivity, Creativity, Personalization and Flexibility of New Media (be able to identify these based on examples)

Why people use New Media and CMC

Conflict is a natural expectation and an inevitable part of life

Hegemony

Understand the following conflict styles and be able to identify them and where they fall in relation to concern for self and others: avoiding, compromising, obliging, integrating, dominating

Indifference

Equality is still achievable when there are natural power distributions

Provisionalism

What are relationship dialectics?

Ending a relationship

Model of Interaction Stages – know the stages

Hyperspersonal communication

Similarity is more attractive to us than dissimilarity

What did Sherry Turkle say we needed to do in her TED talk

New media and two-way communication

Self disclosure during CMC

Characteristics of CMC

Social Media