* Using the skill of perception checking will often prevent
  + defensiveness in others
  + inaccurate interpretation of messages
  + drawing incorrect inferences
* Effective listeners actively practice the following behaviors
  + attentive silence
  + non verbal acknowledgement
  + ask open ended questions
* You can improve your ability to communicate your emotions by
  + expanding your emotional vocab
  + recognizing the difference between thoughts and feelings
  + accepting responsibility for your feelings
* we can feel conflicting emotions simultaneously
  + true
* Words are arbitrary and abstract
  + true
* you thought she would be back in 30 min. she knew it would be 2 hours. This is…
  + different connotative meanings
    - denotative
      * dictionary
    - connotative
      * meaning that we associate
  + semantics
    - the study of words
  + different social constructions of reality
    - in a while means two different things to different people
* Give an example of a self-fulfilling prophecy
  + Saying i’m a failure and then failing
  + expectations or predictions that can come from ourselves or others, but once conceived, we behave in ways consciously or unconsciously to cause the prophecy to actually happen
  + can come from others
* In and of themselves, words
  + have no meaning
  + construct our realities
* Select the effective paraphrase of the senders message
  + id like to drop out of school.. but i'm a quitter
    - it sounds like you have doubts about finishing school…
    - C
* Explain the theory of social construction of reality
  + Our world is shaped by the way we make sense of issues and people
  + We become who we are through shared meaning with others
  + Communication is the way we share social realities
  + We consensually create meanings for both tangible items and intangible concepts such as mercy or justice
* What are at least two reasons our perceptions are sometimes distorted
  + defending our own positions
  + physiological and psychological noise
  + ignoring the fact that people are different
  + personal needs and biases
* Which of the following are effective i messages
  + when you didn't make plans with me i was disappointed because i was looking forward to spending time with you
    - when you , i feel, because
* REgarding the looking glass self, a person gradually gains an identity by viewing ….
  + true
  + the reactions of others to us- often called the looking glass self
* nonverbal communication makes up as much as **65%** of the meaning of a message
* Explain information overload and information complexity
  + too much all at once, too much for us to understand
* What are the 3 steps of a perception check
  + describe the behavior
  + 2 plausible reasons
  + request feedback