COMM 1100 – Human Communication – Final Exam Review Sheet

DISCLAIMER: Here are a few study questions to help you prepare for the final exam. The answers are based on information discussed in the textbook, lecture notes, and class discussions. While this is a helpful guide, this should not be the only way you study. We went over Chapters 1-15 and you are expected to do all required readings, so anything covered throughout the semester is fair game.

Best way to study? – Make sure you know the answers to these questions, review all of the lecture notes, review the textbook, reviews your HCAs (and my feedback), and get a study group together. After reviewing and attempting to answer these questions, please feel free to pose questions.

Remember, in our class we focus on applying key concepts and terms. This requires that you know definitions. But you must be prepared to apply different concepts using examples. This will help you to remember this information beyond the final exam. It will help you stray away from the temptation to memorize or “stuff and dump” this information. 😊

Incorrect way to pose questions: “What is the answer to this question?”
Correct way to pose questions: “I’m a little confused at the difference between this concept and that concept because....” Show me you have actually reviewed what we have covered and you attempted to understand before posing questions.

The final exam is worth 20% of your final grade and is scheduled for Wednesday, December 10, 2014 from 10:15 a.m. to 12:15 p.m. The exam will consist of questions that include multiple choice and short answer. A #2 pencil and scantron is required. If you did not submit a scantron at the beginning of the semester, you will need to bring one with you to the exam.

Chapter 1 – First Look at Communication
- How do these terms factor into the definition of communication: process, systems, symbols, and meaning?
  - What is the difference between content level and relationship level meaning?
- What are the major differences between the linear model, interactive model, and transactional model of communication?
  - What are noise, feedback, and channel? How do each factor into the model?

Chapter 2 – Field of Communication (historical and contemporary)
- Understand the role communication plays in power and empowerment
- Be able to distinguish between quantitative research, qualitative research, critical research, and rhetorical criticism
  - What is triangulation?
- Be able to distinguish between intrapersonal communication, interpersonal communication, group and team communication, public communication, organizational
communication, mass media, mediated communication, intercultural communication, and other curricular emphases (e.g. broadcast, print, public relations)

- What is Ethos? Logos? Pathos?

Chapter 3 – Perceiving and Understanding
- What does the perception process entail? How does it impact communication?
- Be able to define, discuss, and apply these terms: constructivism, schemata, prototypes, personal constructs, stereotypes, scripts, attributions, and self-serving bias. This includes how each concept factors into perceptions, whether positively or negatively.
- How might physiological factors, cognitive abilities, expectations, social roles, and culture impact our perceptions?

Chapter 4 – Verbal Communication
- What distinguishes verbal communication from nonverbal communication?
  - Language is ambiguous. How so? What does that mean? How could that impact communication positively and/or negatively?
  - How does context impact our interpretations of verbal communication?
- What are communication rules (regulative and constitutive) and how does each type impact communication?
- How does language impact how we define phenomena, shape perceptions (of others and self), process and evaluate our surroundings, organize our thoughts and experiences, and define relationships?
- What is totalizing? Is it positive/negative? Why? Be able to provide an example.
- What is loaded language? Is it positive/negative? Why? Be able to provide an example.
- What is reappropriation? Is it positive/negative? Why? Be able to provide an example.

Chapter 5 – Nonverbal Communication
- What is nonverbal communication? What roles does it fulfill in regulating interactions and establishing relationship level meaning? How does it relate to verbal communication?
- How does culture and nonverbal communication interact?
- Be prepared to define and provide examples of kinesics, haptics, olfactics, proxemics, chronemics, and paralanguage
- Be able to discuss how the following concepts serve as examples of nonverbal communication: physical appearance, artifacts, environment, and silence

Chapter 6 – Listening
- What is the difference between hearing and listening?
- Explain the process of listening (with examples)
- Identify, define, and provide examples of situational and internal obstacles to listening (e.g. message overload and preoccupation)
- Identify, define, and provide examples of the different forms of ineffective listening (e.g. pseudolistening)
• How would minimal encouragers, paraphrasing, and asking questions improve listening?

Chapter 7 – Communication Climates
• What is a communication climate? How does it impact interactions?
• What is interpersonal confirmation? (hint: 3 levels)
• Be prepared to distinguish between a defensive and supportive climate
• What is the difference between overt and covert conflict?
• What are the four components of the conflict process? What does each entail?
• What are the four types of conflict responses? Which are more destructive? Constructive? Passive? Active?
• What is the difference between a mediator and an arbitrator? How would each impact conflict?

Chapter 8 – Culture and Social Communities
• What is a social community? How might it impact the way we communicate and shape perceptions? (can also refer to chapter 3 for help with this question)
• Culture impacts communication and communication impacts culture; how so?
• What is uncertainty reduction theory and how does it relate to adapting communication to cultures and social communities?
• What is ethnocentrism and how does it impact communication?
• What is standpoint theory?
• What is assimilation?
• How are social movements and example of the relationship between communication and culture?

Chapter 9 – Personal Identity
• What is “the self” and how does it impact communication?
• How is “the self” impacted/shaped by “particular others” and society?
• What are life scripts are how do they impact identity?
• What is “the looking glass self” and how does it impact identity?
• What is self-fulfilling prophecy?
• How could social comparisons impact our personal identity? Is it positive, negative, or both? Explain.
• How might self-disclosure impact identity?

Chapter 10 – Personal Relationships
• What is the difference between a social relationship and personal relationship?
• How does context impact relationships?
• Understand, define, and provide examples for each of the relationship dialectics
• What are different methods for addressing dialectical tensions?
• What is a turning point as it relates to relationships?
• What is the matching hypothesis?
• How does culture play a role in relationships?
• What is the equity theory?
Chapter 11 – Communication in Groups and Teams

- What is the difference between group and team?
- What are some examples of groups and teams? What is the specific function? (e.g. advisory groups--what is the group’s purpose)
- What are the potential strengths and limitations associated with groups?
- What is synergy? How does it impact groups? Is it positive or negative? Why?
- What is cohesion? How does it impact groups? Is it positive or negative? Why?
- What is groupthink? How does it impact groups? Is it positive or negative? Why?
- What is the difference between “power over” and “power to”—and how does each impact groups?
- What are the four types of communication common in groups? Be able to define each and provide an example (e.g. task communication)
- How can conflict be constructive for group communication?

Chapter 12 – Organizational Communication

- How do structure, communication networks, and external environments contribute to organizations?
- What is organizational culture?
- How do organizations communicate their organizational culture?
- “The relationship between communication and organizational culture is reciprocal.” Explain what that means?
- How does language impact hierarchy in organizations?
- How do stories impact organizational culture and communication? Consider all three types.
- How do the following contribute to organizational communication and culture: rites, rituals, roles, rules, and policies?
- Understand the different communication networks—formal and informal.

Chapter 13 – Public Communication

- Public speaking is an enlarged conversation. What does that mean?
- What are the different types of credibility?
- Understand the different organizational patterns that could be used in the body of a speech.
- What is the halo effect? Is it positive or negative, and why?
- What are the major differences between impromptu, extemporaneous, manuscript, and memorized deliveries? What are the advantages/disadvantages of each?

Chapter 14 – Mass Communication

- What did McLuhan mean by a “global village”?
- What is uses and gratification theory?
- What is agenda setting? How does it impact society and knowledge? Is it positive or negative?
- What is gatekeeping? How does it impact society and knowledge? Is it positive or negative?
- What is cultivation? Mainstreaming? How does it impact society and knowledge? Is it positive or negative?
What is the mean world syndrome
- How does mass communication impact the creation and advancement of ideologies?
- What is immersive advertising?
- Why is media literacy important and what does it entail?

Chapter 15 – Digital Media
- How do manipulation, convergence, and speed tie in to digital media?
- What are some of the controversies that surround digital media? (e.g. multitasking, critical thinking)
- How is digital media used in several different areas of our lives—and what are the advantages and disadvantages within each area?