COM 419 Final Study Guide

Lectures

Week 1
Communication
     Messages & Meaning
     Features of Communication
     Needs fulfilled
     Principles of Communication
Transactional Model of Communication

Week 2
Conflict
5 Strategies for Ending Disagreement
Sociation
Content vs. Relational vs. Procedural Dimensions

Week 3
Distributive vs. Relational Power
One-up vs. One-down vs. One-across messages
Conflict Style

Week 4
Johari Window
Resource-Practice Loop
Communication Ecosystem Cluster Model

Week 5
Hofstede's Dimensions of Culture

Week 6
Shalom
Online Disinhibition Effect
Deindividuation Theory

-------MIDTERM-------

Week 8
Emotion
Amygdala
Hippocampus
Thalamus
Hypothalamus
Prefrontal Cortex
Knapp's Relational Development Model
Dialectical Tensions (the 3 tensions + 2 contexts)

Week 10

Relational Tension
Non-realistic conflict
Flooding
X-Y-Z Formula
Central vs. Secondary vs. Cardinal traits
Aggression traits
Bullying

Week 11
Interpersonal Perception
First- vs. Second-Order realities
Selective Perception
Stages of Perception
Attribution Theory
Perceptual Salience
Internal vs. External Attribution
Fundamental Attribution Error

Week 12
Hearing vs. Listening
Listening Styles
Littlejohn's Listening Skills

Week 14
Effectiveness of Apologies
Reconciliation
Restorative Justice
Retributive Justice

Readings
Wing
Neutrality

Stone, et al. (2010)
The Three Conversations

McNeil
Reconciliation
Contact Theory

Final Exam Essay (as agreed upon in our negotiation):
Paragraph 1: What was the concept (and if applicable, assignment that went with it) that helped you re-evaluate how you do conflict? Why?

Paragraph 2: How will you apply this concept in your own life? What are two goals you can have implementing this concept and how will you go about implementing it?

EXAM FORMAT
60 pts - Multiple Choice
40 pts - Final Exam Essay (prompt above)

100 pts - TOTAL

Normal exam (not this exam):
60 pts - Multiple choice
20 pts - Short Answer (4 x 5 pts. each)
20 pts - Long Answer (1 x 20 pts.)