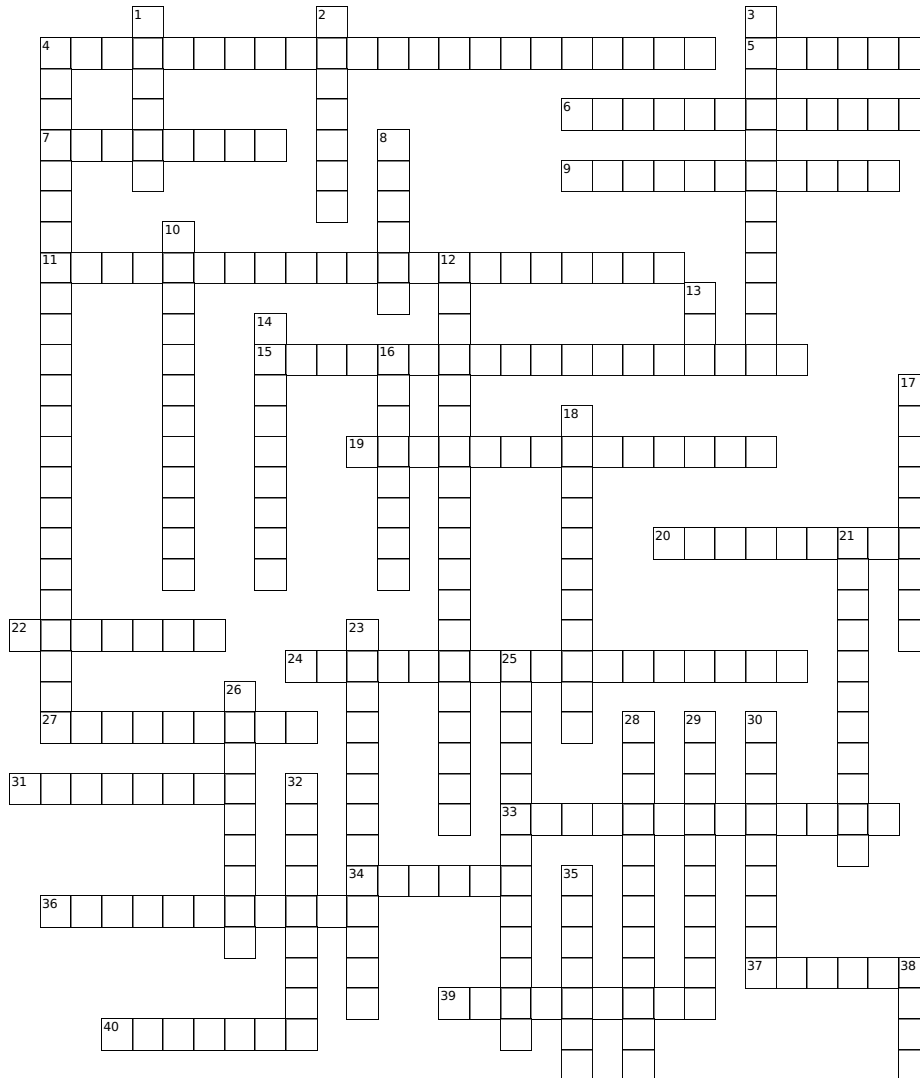


## SPCH 101 Exam 2 Review



### ACROSS

- 4 when people mirror one another's nonverbal behaviors
- 5 refers to the type of conflict that isn't really conflict; it is false conflict because it is simply due to a lack of understanding
- 6 a way to improve listening
- 7 the type of listening where the listener suspends judgment, lets the speaker be heard, and even tries to see things from the speaker's point of view
- 9 includes things such as way of life, family, money, job, and education
- 11 language shapes culture; language shapes the way we think
- 15 degree to which one person is able to influence another in an interpersonal relationship
- 19 pattern of conflict shown when one person pushes for communication and the other person avoids communication
- 20 nonverbal communication that deals with eye contact
- 22 an automatic, involuntary process in which sound waves stimulate nerve impulses to the brain
- 24 a way to enhance empathic listening
- 27 a social classification
- 31 occurs when 2 interdependent people have perceived incompatible goals, resources, etc.
- 33 type of conflict management style shown when the concern for both self and other is high
- 34 this type of listening orientation focuses on the bottom line; what needs to be done about what is being said
- 36 nonverbals are very important in this kind of culture
- 37 psychological and emotional characteristics that cause people to assume masculine, feminine, or androgynous roles/roles that are not clearly masculine or feminine
- 39 a culture that is oriented toward power and individual achievement
- 40 nonverbal that deals with touch

### DOWN

- 1 type of communication expressed through words

- 2 this type of listening orientation focuses on the meat and potatoes of the message
- 3 the type of listening where the listener is listening to simply enjoy the message
- 4 the ability to adapt one's behavior to another appropriate to the other's culture
- 8 a nonverbal that can substitute for a word or a phrase
- 10 when, during conflict, a person brings up all kinds of old issues and every little thing the other person has done wrong
- 12 theory that says we are uncomfortable when we have expectations of others and they don't conform to those expectations
- 13 personal attacks are made in this type of conflict
- 14 differences between people and/or groups
- 16 represented by a symbol
- 17 a need people have in interpersonal relationships that influences the amount of power one person in the relationship has over (or under) the other person
- 18 this can positively help you communicate better with people from other cultures and can also help you be more aware of your words and nonverbal
- 21 a nonverbal that accompanies a word or phrase
- 23 type of conflict management style shown when the concern for self is low and other is high
- 25 viewing one's culture as superior to another's
- 26 process of selecting, attending to, creating meaning from, remembering, and responding to verbal and nonverbal messages
- 28 a word barrier that occurs when the communicator presents an either/or situation
- 29 the dictionary definition of a word
- 30 a word barrier that takes place when words mean different things to people
- 32 nonverbal communication that deals with space
- 35 affects our worldview and is both learned and shared by a group of people
- 38 genetically transmitted physical characteristics of a group of people who are classified together

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