

Professor Bergstrom
Study Guide –Looking In Looking Out, 12'th edition

Exam 1-Multiple choice Questions

1. Communication Misconceptions
2. Maslow's Hierarchy of Needs
3. What is an effective communicator?
4. Content Dimension vs. relational dimension of a message
5. Cognitive complexity
6. Metacommunication
7. Self-fulfilling-prophecies
8. Aspects of your self-concept
9. High self-monitors
10. Difference in Individualistic culture vs. Collectivistic culture
11. Presenting self
12. Perceived self
13. Reasons our self-image may be excessively negative or distorted
14. Perception Checking
15. Sympathy vs. Empathy
16. Emotions are a result of?
17. Debilitative vs. facilitative emotions
18. Guidelines for expressing emotions
19. Low vs. High context language
20. Equivocal words
21. I vs. You language
22. What is a behavioral description?
23. Disruptive language
24. Emotive Language