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## **STUDY GUIDE: EXAM #1**

1. What are the four communication myths explained in the text? What is hindsight bias? Communication is transactional. What does this mean? "Communication is a process—what does this mean?"
2. There are two dimensions of every message: content and relationship. Explain the difference between these two dimensions and provide examples for each. How does context affect verbal and nonverbal communication? How are verbal and nonverbal communication interconnected? What is a mixed message? What is bypassing?
3. Explain the communication competence model. What does "We-orientation versus Me-orientation" mean? How does individualism and collectivism relate to the We-versus-Me viewpoint?
4. How do knowledge and skills interrelate? Can you be a competent communicator if you possess one without the other or do you need both? Defend your answer. How do effectiveness and appropriateness interrelate? Can you have one without the other? Explain. Define sensitivity. How does it relate to communication competence? What are the five ethical standards for communication in groups? Can your communication be ethical without both effectiveness and appropriateness?
5. Explain Tannen's model of gender differences in communication. Provide examples to illustrate the model. What are some criticisms made against Tannen's perspective on gender differences in communication?
6. What is the definition of a group? How is a group different from interpersonal communication and public speaking?
7. Explain what a system is and how it relates to small groups. What is input, output, and throughput? What is entropy? What is the ripple effect? What is group synergy? Negative synergy? Dynamic equilibrium? Boundary control? How does size affect small groups? Provide examples. What is the optimum size for a group to function effectively? What are the differences between organizations and small groups?
8. Can groups be too open? Explain. Can groups be too closed? Explain your answer and provide examples. All groups have a task and social dimension. Explain the differences between the two. How do the two dimensions interrelate? What is the output of each dimension? Can you be too task oriented? Socially oriented? Explain.
9. We join groups for various reasons. What are these reasons? Why does knowing the reasons for joining a group matter?

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10. Explain the difference between primary and secondary tension. What should be done to reduce primary tension? Should you attempt to eliminate secondary tension from groups?
  11. What are the best ways to deal with difficult group members? What are the least effective ways to deal with difficult group members?
  12. What is a norm? Explain the two types of norms. What are the primary sources of norms? What are the primary conditions that produce conformity to group norms? How do groups usually respond to members' nonconformity to group norms? Why do group members conform to norms? Is there greater conformity typically in individualist or collectivist cultures? Is conformity a negative phenomenon in groups?
  13. What is group polarization? How is it different from risky shift phenomenon? Why does group polarization occur?
  14. Under what conditions is group performance likely to be superior to individual performance? When is it the reverse?
  15. What is social loafing? How can groups combat social loafing? Are individualist or collectivist cultures more likely to experience social loafing? Why? What is social compensation? Why does it occur in groups?
  16. How can newcomers in a group gain acceptance from the group?
  17. How does gender and ethnicity affect group development? What is the Twenty Percent Rule?