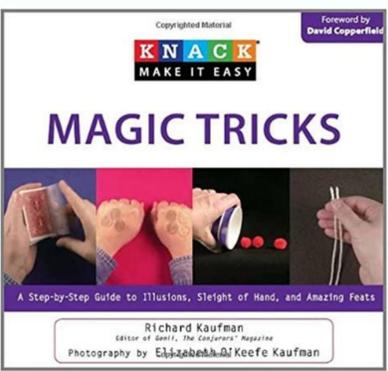
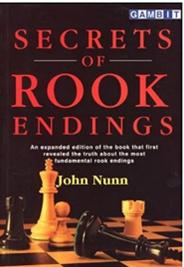


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140 TOP TIPS & TRICKS EXPOSED!



The commercial starts with someone holding the door for another person, then this person turns around and does something kind to another person, and this "paying it forward" continues through the entire commercial. silence placating playing games aggressive behavior violence Which of the following is not an effective statement when communicating about one's feelings? Let's look at each of these later in the chapter. First, we have informational power, or the power we have over others as we provide them knowledge. Scores between 12 and 18 represent average levels of EQ. Set your intentions early and check-in along the way to keep the conversation on point. Answer the following questions: If you used the STLC Model for Conflict, how effective was it for you? Acknowledge distressing or judgmental thoughts and feelings without reacting to them. Conflict encourages people to grow both as humans and in their communication skills. One partner generally tried to control or fulfill the need. 17. Maybe you just broke up with someone, and listening to music helps you work through the grief you are experiencing to get to a better place. All of these negative outcomes could ultimately lead to conflicts becoming increasingly more aggressive (both active and passive) or just outright conflict avoidance. Maybe you think of a powerful person like a Superhero or the President of the United States. This problem has been called the , or the tendency of some people to inflate their expertise when they really have nothing to back up that perception.39 As you can imagine, having a lot of people who think they are experts spouting off information that is untrue can be highly problematic in society. Enthusiasm: is an emotion. "Wow, I can't believe you are so dense at times." Rejection Statements that express antagonistic disagreement. Having a conflict with your roommates? disagreement A difference of opinion between two or more people or groups of people. For example, imagine your spouse has a particularly quirky habit. Imagine you are walking through your campus' food court and notice a table set up for a specific charity. Paul kept up the charade because he kind of liked some of the perks of being in a relationship. Summarize the STLC Model of Conflict. Historically, expert power was always a very strong form of power, but there is growing concern that we are losing expertise and knowledge to unsubstantiated opinions and rumor mongering. Strongly Disagree Disagree Neutral Agree Strongly Agree 1 2 3 4 5 ____ 1. They want to see a big-budget superhero film, and you're more in the mood for an independent artsy film. We know that different people have different levels of tolerance for disagreement in life. First, we have accidental communication, or when we send messages to another person without realizing those messages are being sent. expert power The ability of an individual to influence another because of their level of perceived knowledge or skill. The same is also true for integrative conflict management strategies. Do they understand yours? The only way relationships can truly grow is through conflict, so learning how to manage conflict effectively is essential for successful interpersonal relationships. A smile, a frown, a head nod, or eye eversion can all be nonverbal indicators to other people, which could influence them. (2020) "You" statements. Sometimes these "time outs" need to be physical. Dyadic coping is based on Guy Bodenmann's Systemic Transactional Model (STM), which predicts that stress in dyadic relationships is felt by both partners.21 So, if one partner experiences the stress of a job loss, that stress really impacts both partners, compliance When an individual accepts an influencer's influence and alters their thoughts, feelings, and/or behaviors. During a conflict, it's important to be assertive and stand up for your ideas without becoming verbally aggressive. In both cases, the goal is to use prosocial communicative behaviors in an attempt to reach a solution everyone is happy with. Let's look at each of these three levels separately. If A belongs to a group, then P will want to join that group. Communicate Lastly, but certainly not least, we communicate with the other person. Emotional intelligence is the degree to which an individual has the ability to perceive (recognizing emotions when they occur), understand (the ability to understand why emotions and feelings arise), communicate (articulating one's then P's and feelings to another person), and manage emotions and feelings (being able to use emotions effectively during interpersonal relationships). Well, for a whole month, no thumb sucking occurred at all. People that have a low tolerance for disagreement feel personally attacked any time someone is perceived as devaluing their opinion. At the same time, though, no one else can make you "feel" a specific way. When we feel defensive during a conflict, our listening becomes spotty at best because we start to focus on ourselves and protecting ourselves instead of trying to be empathic and seeing the conflict through the other person's eyes. Why do you think Paul has such a hard time being honest with Bill? How many of the statements that were made during that conflict were "You" statements as compared to "I" statements? 9.1 Understanding Conflict Differentiate between the terms conflict, disagreement, and argument. Conflict can lead to creative solutions to problems. Conflict can be very beneficial and healthy for a relationship. Area Need Autonomy to choose one's dreams, goals, values to choose one's plan for fulfilling one's dreams, goals, values Celebration to celebrate the creation of life and dreams fulfilled to celebrate losses: loved ones, dreams, etc. One day when he and Paul were talking about the future, he told Paul, "I want to be everything for you." He immediately saw that once again Paul looked like a deer trapped in headlights. I am aware of my emotions as I experience them. According to Cahn and Abigail, interpersonal conflict consists of four unique parts: 1) interdependence between or among the conflict parties, (2) incompatible goals/means, (3) conflict can adversely affect a relationship if not handled effectively, and (4) there is a sense of urgency to resolve the conflict. Paul really loves the idea of being in love, but he's just not in love with Bill at all. From an interpersonal perspective, understanding someone's tolerance for disagreement can help in deciding if arguments will be perceived as the other as attacks that could lead to verbally aggressive conflicts. "That's about as useless as a football bat." Ambivalence Statements designed to indicate a lack of caring. Lust: is an emotion. Over time, Bill started noticing that Paul was getting more and more distant. If A has a very strong work ethic in the workplace, then P will adopt a strong work ethic in the workplace as well. Describe emotional awareness and its importance to interpersonal communication. We live in a world where we constantly need to accomplish a variety of goals, so being able to get others to jump on board with our goals is a very important part of social survival. "What's the point of fighting over this?" ____ 18. In 1959, French and Raven identified five unique bases of power that people can use to influence others (coercive, reward, legitimate, expert, and referent).33 At the time of their original publication, there was a sixth base of power that Raven attempted to argue for, informational. Taylor Rush, a clinical psychologist working for the Cleveland Clinic's Center for Neuro-Restoration, recommends seven considerations for ensuring mindfulness while engaged in conflict: Set intentions. They finally came up with an ingenious plan. Conflict lets us practice our communication skills. Explain the concept of emotional intelligence. Maybe you need to leave the room and go for a brief walk to calm down, or maybe you just need to get a glass of water. Think of a time when you've been influenced at all three of Kelman's levels of influence. ____ 6. 9.3 Power and Influence Define the term "influence" and explain the three levels of influence. Our coauthor's parents tried everything to get the thumb sucking to stop. ____ 13. When I am

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