**Chapter 3 communication, conflict, and conflict resolution**

**A.communication and conflict**

**-understanding communication requires some knowledge of the purpose served by that communication and what attitudes support it**

**1.What is an appropriate definition of communication?**

**-interpersonal communication-a dynamic process of interaction between people in which they assign meaning to each other’s verbal and nonverbal behavior**

**2.How does assigning meaning lead to conflict?**

**-we not only listen to words…we also make assumptions about what the other person means**

**-if our assumptions are not accurate, then the result is likely to be a misinterpretation of the message**

**-when interaction occurs between members of different groups, individuals may interpret the meaning of a statement in terms of the perceived influence of stereotypes or prejudices**

**-the meaning of words are not in the words, they are in us**

**3.How does nonverbal communication lead to conflict?**

**-nonverbal communication is all the messages other than words that people exchange**

**-communication simply means telling people something**

**-communication is a verbal process to transmit messages using only words**

**-expressions with words can communicate ideas that are not what the words say**

**4.What are other misconceptions about communication?**

**a.it is a natural human ability**

**-different families from different cultures or socioeconomic status display different abilities**

**-some children are good at creative communication but may not do well with memorization and facts so school can be difficult if the different abilities because of backgrounds are not recognized**

**b.communicaiton is a good thing and should be encouraged**

**-it is a tool that can be used for good and bad purposes**

**-consider Hitler and is orator skills**

**-think like an active person, but act like a thoughtful person**

**c.will solve all our problems**

**-it has the potential to solve problems or create them**

**d.can break down**

**-information voids will be filled by rumors and speculation unless they are preempted by open, credible, and trustworthy communication**

**e.competence is equal to communicate effectiveness**

**-college students are familiar with professors who are knowledgeable about their subject matter but ineffective at communicating that knowledge**

**-most college professors learn how to communicate form mentors or self-study**

**-professors may have communication competence because they have the knowledge needed for communication and may even have published articles but may not display communication effectiveness because they lack the appropriate skills to communicate effectively in the classroom**

**5.How does effective communication occur?**

**a.attitudes toward people and groups**

**-ALL people develop a general attitude about their interactions with others**

**b.observations and assumptions**

**-our first reaction may be friendly, accepting, aloof, hostile…ect of the other person by which behaviors we CHOOSE to observe which is called selective perception**

**c.conclusions and judgments**

**-refers to the values and beliefs we employ to draw conclusions or judge others**

**-we may look at somebody and assume they are bad and breaking the law if we respect the law and their appearance is observed selectively as criminal when it may or may not have any relevancy on their actions**

**d.verbal and nonverbal action**

**-it employs body language and can initiate communication as much as words but just as powerful**

**6.What does this communication model suggest about conflict resolution?**

**-conflict resolution rejects superficial attention to actions and analyzes other factors to identify propable causes of conflict**

**-even a proven approach may be ineffective if the propel involved do not accept the value of the techniques employed**

**7.How can attitudes toward people or groups create conflict?**

**-when some people are identified as part of specific groups individual attitudes can be influenced**

**8.What are the levels of cultural awareness?**

**a.cultural chauvinism-believe that ones culture is the best**

**b.tolerance-awareness of cultural differences…no judgment on those differences**

**c.minimalization-minimizing cultural differences and try to connect with each other**

**d.understanding-recognizing that the reality is shaped by culture and that each person’s reality is different from that of a person from a different culture**

**B.culture, communication style, and conflict**

**-differences in cultural norms can cause misunderstanding and conflict**

**1.What are some communication style differences that are based on culture?**

**-in American, it has become acceptable to take a direct approach to conflict resolution with each party openly expressing their concerns**

**-other cultures may not take this approach, for example some cultures may be more sensitive to people’s feelings**

**2.How does gender influence communication styles?**

**-it may originate in differences in the way boys and girls are socialized**

**-in American, boys are often encouraged to be aggressive and girls to be nice**

**-differences may be the degree of eye contact and face to face interactions…**

**-example high school boys may express intimacy through pushing and punching each other**

**3.How do gender differences in communication styles lead to misunderstanding and conflict?**

**-the importance of identifying gender differences is not to assign blame, but rather to recognize the diverse ways people communicate so that differences in communication styles do not result in conflict**

**C.conflict resolution**

**-sometimes resolving conflict seems hopeless as some groups have been in conflict for centuries**

**1.With so much conflict occurring, how are conflicts resolved?**

**-conflict offers opportunity for constructive change**

**-fallability-refers to accepting the possibility of being wrong but presenting evidence, however, this evidence will not be effective in resolving conflict if participants refuse to acknowledge that their positions could be wrong**

**-equality-refers to the belief that every human being, regardless of status, occupation, or wealth deserves to be treated respectfully with consideration for his or her values, beliefs, and behavior**

**-reciprocity-means that participants in a conflict must behave toward others with the same sense of fairness and attentiveness that they would want for themselves**

**-skilled disagreement**

**a.agree to emphasize rationality and seek out the best possible answer based on the evidence**

**b.agree that criticizing an idea is not criticizing those who propose the idea**

**c.make a conscious commitment to encourage others to contribute to discussion and to listen thoughtfully to contributions they make**

**d.restate ideas**

**e.remember that the problems and any recommended solution will affect everyone, they must not be focused on winning a debate, but upon arriving at a collaborative solution everyone can support**

**2.How do people develop moral reasoning abilities?**

**-changes in moral reasoning is related to cognitive development**

**a.dualism-all human beings begin as dualistic thinkers when confronted with moral decisions and every decision is based on is it right or wrong**

**-believing in absolutes is challenged when a person is confronted with problems that don’t lend themselves to the either/or way of thinking**

**b.multiplicity-recognizes the difficulty of knowing the right answer in every solution**

**-this is hard for people who are influenced by dualistic thinking**

**c.relativism-when people move beyond multiplicity to relativism, they tend to exhibit a change in attitude form reluctantly accepting the resistance of multiple perspectives to becoming intrigued by the idea that each person must decide what is right**

**-it requires an individual to be comfortable with ambiguity and not demand specific answers that are right for everybody**

**d.commitment-relativistic thinkers who continue to develop their moral reasoning are attracted to the idea of making commitments to certain personal truths, ideas, or causes that seem to give meaning to their lives-most people need to believe in something and to feel a sense of satisfaction that their belief enhances the quality of their lives**

**-once people make commitments, they often become advocates for that particular cause of perspective**