

Name: _____ Date: _____

Chapters 7 - 10 Key Terms

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| 1. Making sense of others' spoken messages | A. Differentiating |
| 2. Reacting to others' messages automatically, without much mental investment | B. Remembering |
| 3. Giving careful and thoughtful attention and responses to the messages we receive | C. Active listening |
| 4. The process of filtering out some messages and focusing on others | D. Collaborating |
| 5. Occurs when sense is made of a message | E. Selective listening |
| 6. Giving observable feedback to a speaker | F. Understanding |
| 7. The ability to recall information | G. Open questions |
| 8. Listening style in which receivers respond only to the messages that interest them | H. Reflecting |
| 9. A response style in which the receiver perceives a speaker's comments as an attack | I. Defensiveness |
| 10. Using silences and brief statements of encouragement to draw out a speaker | J. Questioning |
| 11. Style of helping in which the receiver seeks additional information from the sender to be sure the speaker's thoughts and feelings are being received accurately | K. Avoiding |
| 12. Questions that call for a specific or yes/no response | L. Closed questions |
| 13. Questions that allow the respondent to answer in a variety of ways and to include a great deal of description and detail | M. Attending |
| 14. Repeating a speaker's thoughts and/or feelings in the listener's own words | N. Compromising |
| 15. The attempt to protect a presenting image a person believes is being attacked | O. Accommodating |
| 16. Ability to project oneself onto another person's point of view so as to experience the other's thoughts and feelings | P. Conflict |

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| 17. An expressed struggle between at least two interdependent parties who perceive incompatible goals, scarce resources, and interference from the other party in achieving their goals. | Q. Paraphrasing |
| 18. A lose-lose conflict style in which the parties ignore the problem at hand. | R. Defensive listening |
| 19. A win-lose conflict style in which the communicator submits to a situation rather than attempting to have his or her needs met. | S. Passive listening |
| 20. A win-lose approach to conflicts that seeks to resolve them in one's own way. | T. Listening |
| 21. An approach to conflict resolution in which both parties attain at least part of what they wanted through self-sacrifice. | U. Competing |
| 22. A conflict management style that seeks win-win solutions. | V. Acknowledging |
| 23. | W. Prompting |
| 24. | X. Empathy |
| 25. | Y. Responding |