

Quiz #2 Study Tips

Theories of and management techniques for communication apprehension
Audience analysis (questions to answer, demographics, etc.)
Organizational tools (thesis, preview, sign post, transitions, signposts, etc.)
Persuasion and Ethics
Brainwashing and Brainwashing techniques (drugs, hypnosis, Korean War strategies)
Destructive Cults (Membership and Recruiting techniques)
Types of nonverbal communication (Proxemics, Oculistics, Kinesics, etc)
Listening – how to be a better listener and how to be a better speaker for listeners
Impression management (self-concept, self-esteem, reflected self-appraisal)
Conflict – benefits and downfalls of it
Conflict management – negotiation, integrated solutions, tips to achieve resolution

Big Five-factor theory of personality
Operant Conditioning and Reinforcement
Classical Conditioning and Pavlov's research
Cognitive dissonance and balance
Defense mechanisms
Language – how it is studied and language rules (syntax, semantics, etc.)
Framing
Problems with the employment interview
Behavioral interviewing
Interrogation vs. torture
Specific interrogation techniques
Schemas
Conformity (types, norms, deviance, etc.)

Reader article – “Listening”
Reader article – “Cults- psychology and physiology”
Reader article – “The Selection Interview”
Reader article – “Brain Wash”

***Remember, these are just tips. Quiz content may cover any current text, Reader, or lecture material assigned or discussed since the first Quiz.