

## 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.