

Assessment #8

1.

- I. Advantages of a direct mode of communications are- is that the message is delivered usually, clear, direct and straightforward. Person usually expresses their feelings and thought. It is two-ways communication.
- II. What are the advantages of an indirect mode of communication?
- when speaker doesn't speak out directly but instead uses clues; such as a tone of voice, gestures, facial expressions. Feeling and intentions are usually unknown.
- III. Briefly explain the 'persistent response' . - its is when a person can refuse and still be in control of their emotions. It's used on aggressive people who don't want to take a no as an answer.

2. Often is not so much what you say, it's how you say it. - Use of a direct mode of communication is preferable, to make sure that messages are delivered in a clear, calm, honest manner would benefit.

Use of a factual description and details is also welcomed. Use of repetition to make sure that listeners staying on track is important as it is easy to get carried away. Being aware of non-verbal messages is vital; on how the message is actually delivered. Is it assertive or passive, direct or indirect? Checking listeners understand can be done by asking them relevant questions. For example, " What do you think about that? Or making a statement " let's summarize what we have covered so far". All of that mentioned above could be beneficial in delivering a message that 'should be' delivered and not confused for something else instead.

3. A frame of reference is a way in which we judge other people.

Explain how come we to judge people predicated upon assumptions. - we judge people upon their appearance first of all, without us realizing. we judge people's income, education, trustworthiness, social position, sophistication, success, and moral characters. That is all just by the appearance. Our frame of reference is made up of our beliefs, morals, experiences, values, judgments, assumptions, emotions, advice, levels of stress, thoughts, biases and the current mood. Frame of reference is personal and deeply embedded it is difficult not to fall under the influence of using it on a regular basis. In this case reality is often interpreted from our own point of reference, not necessarily to be true one. We have to also take other person's feelings and beliefs into consideration that was we could judge more clearly and fairly.

