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### Course Reflection Paper

This course has provided much advantageous opportunity to study and learn interpersonal communications skills. As a result of this course, I have been able to realize the importance of nonverbal communication as well as verbal communications. In a world of seemingly continuously increasing digitization of communication, proper knowledge of how to develop interpersonal communication may be more important now than ever in all different types of disciplines, settings, and situations. “Interpersonal and communication skills (ICS) are at the heart of every health care relationship” (Puscas et al., 2021, p. 1). Prior to taking the course, I was very self-oriented as I was less aware of my conflict management skills and complexities of both nonverbal and verbal communication are essential to proper relationship building, relationship maintenance, and relationship reconciliation. In this paper, conflict management styles, listening styles, and the relationship escalation process will be discussed regarding how they have impacted my interpersonal communication skills.

Conflict management refers to the monitoring, regulating, and solving conflict that may arrive within an interpersonal relationship consisting of different styles and is something that I learned about in chapter eight. The conflict style you choose depends on factors like personality, attachment style, the people we have conflict with, the setting of conflicts, and can include other factors (Beebe et al., 2020). Prior to taking the course, I had the avoidant conflict management

style. This style consists of backing off from conflict and choosing not to interact with it. I would often leave the room that was the setting for conflict that I was involved in. I assumed this was the best option when I had to deal with conflict. After taking this course, I realized that there are drawbacks to this conflict management style. By practicing this conflict management style with individuals that I have an interpersonal relationship with, I have given off the impression that I don't care enough for a relationship to try and solve a conflict. As a result of learning of different conflict management style options, I think compromise is often a great way to deal with small scale problems. To achieve compromise, is to approach finding a middle ground resulting in a solution that may meet the needs of all individuals concerned in the conflict (Beebe et al., 2020). Utilizing different interpersonal communication styles has also helped me be other-oriented as the way people listen tends to be different depending on the individual.

Listening styles have great impact in the maintenance and reconciliation aspects of interpersonal relationships and is something that I learned about in chapter five. Listening styles are more favorable methods of comprehending messages heard based on personality type and experiences (Beebe et al., 2020). When I started to take the course, I had a task-oriented listening style as much of communication I was involved in was at work where I had to work on tasks. The tasks-oriented listening style is highly associated with taking action as a result of communication. However, this listening style lacks more collaboration aspects and empathy aspects to it. Furthermore, empathy is a crucial part of listening. "To listen with empathy is to try to put oneself in the speaker's shoes" (Arief et al., 2023, p. 2). Being concerned for other people besides myself and practicing empathy are crucial to the success of relationships. The course has helped me see the importance of the relational listening style that has helped me be more emotional and empathetic towards the feelings of others. Furthermore, I think the analytical

listening style involving withholding judgment and considering facts before coming to a decision seems to be a very advantageous way to listen in most situations. The analytical listening style is a great form of listening for people who need to make analytical decisions like managers of a businesses or parents of children. The task-oriented listening style may be more suited in the work environment. Relational listening may be appropriate to use during times of loss in depression. Listening styles are crucial to the escalation of interpersonal relationships.

The course has helped me be aware of several escalation parts of an interpersonal relationship that I think have helped me prepare for intimate complex relationships like marriage and is something that I learned about in chapter nine. Before taking this course, I would approach relationships using feeling rather a logical process. Escalation aspects of a relationship often start with a preinteraction phase that involves collecting information about someone passively like viewing their social media profile or observing them using the senses. This leads into the acquaintance phase. The acquaintance phase may consist of the introductions and casual banter phases (Beebe et al., 2020). The introductions phase involves interaction between a couple involving learning names, occupation, and location. Casual banter involves casual conversation, and the exploration phase involves sharing intimate information like religion. The intensification phase arrives when the couple reaches a romantic relationship prior to the intimacy phase that involves a more intimate relationship like marriage. The complexity of each phase has helped me realize there is a process to starting and achieving a romantic relationship with someone and I think I now have the knowledge to do so.

The course has provided complex information and research that has helped me become a more other-oriented individual. In this paper, conflict management styles, listening styles, and

the relationship escalation process have be discussed regarding how they have impacted my interpersonal communication skills.

Furthermore, the use of conflict management information provided in the course has helped me learn of new ways of dealing with conflict depending on the situations. The use of listening styles has helped me be aware of advantageous opportunities of improving my listening when communication with others. I think the relationship escalation information that I have learned, as a result of taking the course, has helped me learn of the relationship building process. Now, I think I can take the skills and knowledge I have acquired taking the course outside of the academic industry to significantly improve my relationships and build new ones through an interpersonal communication perspective.

### References

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