

## 2.11: Summary

We discussed many ways to gain a better understanding of your group members. To begin, it is important to understand yourself: your attitudes, beliefs, and values. It is also helpful to understand the processes that influence perception and listening. There are many individual differences in the ways people perceive things. Demographic traits such as age, gender, and employment can determine people's interests, needs, and goals. Effective communication involves recognizing these differences in perception and practicing fairness in delivering your message to your group or team. Finally, an important dimension of group communication is the ability to receive messages from others through active listening.

### Chapter Review Questions

#### 1. Interpretive Questions

1. How does listening limit or expand our view?
2. How does our internal monologue influence our listening?
3. In what ways, if any, are all group members the same?

#### 2. Application Questions

1. What are some of the ways people demonstrate listening among people you know? Identify a target sample size (20 is a good number), and ask members of your family, friends, and peers about they know someone is listening to them. Compare your results with those of your classmates.
2. What impact does technology and specifically the cell phone have on listening? Investigate the issue and share your findings.
3. Investigate two ways to learn more about your group members and share them with your classmates.

This page titled [2.11: Summary](#) is shared under a [CC BY-NC-SA 3.0](#) license and was authored, remixed, and/or curated by [Michael Brown](#) via [source content](#) that was edited to the style and standards of the LibreTexts platform.

- [7.5: Summary](#) by Anonymous is licensed [CC BY-NC-SA 3.0](#). Original source: <https://2012books.lardbucket.org/books/an-introduction-to-group-communication>.