MATERI KOMUNIKASI INTERPERSONAL

- Definisi, tujuan, manfaat, elemen, hakikat, hambatan komunikasi interpersonal
- Sistem komunikasi interpersonal: persepsi interpersonal, konsep diri, atraksi interpersonal, hubungan interpersonal
- Komunikasi Interpersonal Verbal dan Non Verbal
- Ketrampilan dalam komunikasi interpersonal: Rewarding and reinforcing, Questioning, Reflecting, Listening, Explaining, Self-disclosure, Set induction and closure, Assertiveness, Influence and persuasion, Negotiating, Groups and group interaction
Rewarding and Reinforcing

Memberikan umpan balik/menanggapi dan memperkuat
EVERYDAY EXAMPLES OF REINFORCEMENT

- The striker for the home team scores a goal and the frenetic fans chant his name in exultation.
- Someone in the group tells a funny story and the rest erupt in gales of laughter.
- A pupil who has been struggling with quadratic equations gets them all right for the first time and the attentive teacher lavishes generous praise.
- A sales executive beats the monthly target and earns the heart-felt congratulations of the collective team.
- A learner driver manages to reverse around a corner for the first time without touching the kerb and the instructor smiles in recognition.
Reinforcement

- Reinforcement was identified as an important element of the task-oriented dimension of practice. It featured in work for example, praise, acknowledging increased effort, positive feedback, smiling, and eye-contact.
CONSEQUENCES OF BEHAVIOUR

- *Punishment*—suppresses targeted behaviour:
  - *Positive punishment*—involves the introduction of something unpleasant (e.g. being scolded, slapped, made to feel uncomfortable, etc.).
  - *Negative punishment*—involves the removal of something desired (e.g. TV confiscated, credit card withdrawn, car keys taken away, etc.).

- *Extinction*—eliminates targeted behaviour (e.g. you will stop putting a coin in a particular dispensing machine that consistently fails to deliver a can of soft drink).

- *Reinforcement*—promotes targeted behaviour:
  - *Positive reinforcement*—involves the introduction of something pleasant (e.g. receiving praise, chocolate, attention, money; playing a favourite computer game, etc.).
  - *Negative reinforcement*—involves the removal of something undesirable (e.g. stopping pain, boredom, embarrassment, stress, etc.).
TYPES OF POSITIVE REINFORCEMENT

- **Primary**—stimuli that are inherently valued (e.g. food, shelter, air, water)
- **Conditioned**—stimuli that we learn to value (e.g. money, tokens, medals, badges, etc.).
- **Social**—made available through social contact (e.g. praise, attention, approval, confirmation, etc.).
- **Sensory**—based on exposure to certain sounds, sights, smells, tastes, or touches (e.g. music, film, opera, sporting events, etc.)
- **Activity**—being permitted to engage in particular enjoyed activities (e.g. swimming, walking, gardening and other hobbies).
EFFECTS OF SOCIAL REWARDS AND REINFORCERS

1. Promoting interaction and maintaining relationships.
2. Increasing the involvement of the interactive partner.
3. Influencing the nature and content of the contribution of the other person.
4. Demonstrating a genuine interest in the ideas, thoughts and feelings of the other.
5. Making interaction interesting and enjoyable.
6. Creating an impression of warmth and understanding.
7. Increasing the social attractiveness of the source of rewards.
8. Improving the confidence and self-esteem of the recipient.
9. Manifesting power.
- Reinforcement as a direct modifier of behaviour
- Reinforcement as motivation
- Reinforcement as information
GUIDELINES FOR THE USE OF THE SKILL OF REINFORCEMENT

- Appropriateness of rewards
- Genuineness of application
- Contingency of reinforcement
- Frequency of reinforcement
- Variety of reinforcement
- Timing of reinforcement
- Selective reinforcement