

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 - *Negative punishment*—involves the removal of something desired (e.g. TV confiscated, credit card withdrawn, car keys taken away, etc.).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