Chapter 10 Outline

(Italicized words are key words)

I. In any relationship there are dialectics or tensions that may be experienced by both people, one of which is the disclosure-privacy dialectic.
   A. The disclosure-privacy dialectic is the tension between sharing personal information and keeping personal information confidential.
   B. Disclosure, or revealing private information, has related concepts.
      2. Privacy is withholding confidential or secret information in order to enhance autonomy and/or minimize vulnerability.

II. Each person has developed rules about what he or she will share, which is explained in more depth by the communication privacy management theory.
   A. Communication privacy management theory helps to explain the decision-making processes people use to manage disclosure and privacy.
      1. The theory asserts that each of us has developed rules about privacy and disclosure.
      2. These rules are designed to help us maximize the benefits of disclosure while minimizing risks.
   B. There are five factors that influence disclosure and privacy.
      1. One’s culture influences rules about privacy and disclosure, with some cultures placing a higher value on privacy than others.
      2. Gender is a criterion, since men or women who strongly identify themselves as masculine or feminine are likely to use rules for disclosure and privacy that correspond to sex role stereotypes.
      3. Motivation is a criterion, since people differ in how eager they are to disclose to someone.
      4. Context also determines privacy and disclosure rules, since people are influenced by the circumstances in which they find themselves.

IV. Disclosure and privacy have an effect on relationships.
   A. Recall, the social penetration theory states that over time relationships move from lesser to greater intimacy based on the increasing number of topics that relational partners discuss and the degree of personal information disclosed on those topics.
   B. Reciprocity is the mutual exchange of information—whether one partner’s level of disclosure is matched by a similar level of disclosure by the other partner.
   C. Disclosure and privacy affect information co-ownership, which is the private information that each partner has shared with the other so that it is now jointly held.
   D. Social media are changing relationships and perceptions of public and private.

IV. There are skills one can improve to more carefully manage self-disclosure and privacy.
   A. Owning is a basic skill of self-disclosure where one makes “I” statements rather than generalizations to identify oneself as the source of a particular idea or feeling.
   B. To effectively share feelings, one can display them or describe them.
1. Use **describing behavior**, the disclosure skill of accurately recounting specific behaviors without drawing conclusions about those behaviors.

2. **Disclosing feelings** is the skill of accurately showing emotions, facial expressions, body language, or paralanguage.

3. **Describing feelings** is the skill of explaining emotions one feels in a precise and unemotional manner.

C. **Protecting privacy** is the skill of making a conscious decision to withhold information or feelings from others; there are privacy management strategies that can be used.

   1. Changing the subject is a signal that one that does not want to disclose something.
   2. If sharing one’s feelings is too risky, one can mask feelings by concealing verbal or nonverbal cues that would ordinarily enable others to decipher one’s emotions.
   3. Telling white lies is acceptable, since they are used to prevent damaged emotions, maintain healthy relationships, and help people save face.
   4. Describe your feelings.
   5. Communicating personal boundaries is a way to respond to people honestly but without self-disclosing.

V. People give personal feedback about both positive and negative behaviors.

   A. **Personal feedback** is disclosing information about others to them.
   
   B. **Asking for personal feedback** is the disclosure skill of gaining self-knowledge by requesting your partner disclose observations about your behavior.

   C. **Praising** is the disclosure skill of describing the specific behaviors or accomplishments of our partners and their positive effects on others.

   D. Providing **constructive criticism**, or diplomatically disclosing the negative behaviors or actions of another and the effects those behaviors/actions have on others, can strengthen relationships and improve interactions if the criticism is empathically grounded and well communicated.

      1. The first step in providing constructive criticism is to ask permission to disclose negative feedback.
      2. In order to help the recipient save face, preface a negative statement with a positive one, if possible.
      3. Describe the problematic behavior using the guidelines for describing behavior.
      4. Be as specific as possible so that the recipient can more effectively understand what needs to change and how to change it.
      5. Suggest how the person can change the behavior or action, if appropriate to do so.

IX. It is important to digitally manage your personal information

   1. Using social media has blurred the distinction between what is private and what is public.
2. It is also important to note that others have the ability to alter their digital presence.
   i. *Warranting theory* posits that online information about an individual will seem more credible when it is not as easily manipulated by the individual whom it describes.