

## Test Bank

### Chapter 2: Exploring Self-Awareness and Communication

#### Multiple Choice

2.1. Jenny sees herself as a caring person. She communicates this perception of herself to a career counselor and the counselor recommends that she enter the field of nursing. Jenny's interaction with the counselor demonstrates her \_\_\_\_\_.

- a. material self
- b. ascribed identity
- c. values
- d. symbolic self-awareness

Answer: d

Chapter: 02

Module: 2.1

Learning Objective: LO 2.1 Discuss the importance of self-awareness in the process of improving one's communication skills.

Topic: Self-Awareness: How Well Do You Know Yourself?

Difficulty: Moderate

Skill: Apply What You Know

2.2. Juan has recently noticed that when he works on the group project, other members dismiss his suggestions. He has no idea how to go about getting them to listen to his ideas. The communication skill framework would place Juan at the level of \_\_\_\_\_.

- a. unconscious incompetence
- b. conscious incompetence
- c. conscious competence
- d. unconscious competence

Answer: b

Chapter: 02

Module: 2.1

Learning Objective: LO 2.1 Discuss the importance of self-awareness in the process of improving one's communication skills.

Topic: Self-Awareness: How Well Do You Know Yourself?

Difficulty: Moderate

Skill: Apply What You Know

2.3. Alfonso is very tall and thin and cannot seem to add any muscle, although he works out in the gym four days every week. While at the gym, Alfonso compares his lack of muscle with the muscles of other men who work out at the gym. Alfonso's concern with this discrepancy is attributed to his focus on his \_\_\_\_\_ self.

- a. material
- b. subjective
- c. social
- d. spiritual

Answer: a

Chapter: 02

Module: 2.2

Learning Objective: LO 2.2 Describe the components of the self-concept and major influences on self-concept development.

Topic: Self-Concept: Who Are You?

Difficulty: Moderate

Skill: Apply What You Know

2.4. Carlos told the interviewer he was organized, detail-oriented, and confident. He typically describes himself this way when people ask what type of worker he is. This reveals Carlos' \_\_\_\_\_.

- a. self
- b. self-concept
- c. self-knowledge
- d. self-fulfilling prophecy

Answer: b

Chapter: 02

Module: 2.2

Learning Objective: LO 2.2 Describe the components of the self-concept and major influences on self-concept development.

Topic: Self-Concept: Who Are You?

Difficulty: Moderate

Skill: Apply What You Know

2.5. When Tina saw Karli's new shirt, she said she didn't like it because the color reminded her of seaweed. Tina's response is an example of a(n) \_\_\_\_\_.

- a. belief
- b. attitude
- c. value
- d. behavior

Answer: b

Chapter: 02

Module: 2.2

Learning Objective: LO 2.2 Describe the components of the self-concept and major influences on self-concept development.

Topic: Self-Concept: Who Are You?

Difficulty: Moderate

Skill: Apply What You Know

2.6. Athena thinks that killing animals for food is morally wrong. Athena's convictions would be which of the following?

- a. an attitude
- b. a belief
- c. a value
- d. a behavior

Answer: c

Chapter: 02

Module: 2.2

Learning Objective: LO 2.2 Describe the components of the self-concept and major influences on self-concept development.

Topic: Self-Concept: Who Are You?

Difficulty: Moderate

Skill: Apply What You Know

2.7. What component of the self is especially important when you go on a date or eat lunch with your friend?

- a. social
- b. material
- c. spiritual
- d. emotional

Answer: a

Chapter: 02

Module: 2.2

Learning Objective: LO 2.2 Describe the components of the self-concept and major influences on self-concept development.

Topic: Self-Concept: Who Are You?

Difficulty: Moderate

Skill: Understand the Concepts

2.8. Natasha contemplates her relationship to other forces in the universe, but not from a religious standpoint. Natasha is exploring which component of self?

- a. material self
- b. social self
- c. spiritual self
- d. emotional self

Answer: c

Chapter: 02

Module: 2.2

Learning Objective: LO 2.2 Describe the components of the self-concept and major influences on self-concept development.

Topic: Self-Concept: Who Are You?

Difficulty: Moderate

Skill: Apply What You Know

2.9. When Katy was asked to describe herself, she said "I'm a soccer player." When Brian was asked the same question, he said "I'm on the chess team." These examples show which kind of influence on self-concept?

- a. communication with others
- b. association with groups
- c. personal beliefs
- d. self-fulfilling prophecy

Answer: b

Chapter: 02

Module: 2.2

Learning Objective: LO 2.2 Describe the components of the self-concept and major influences on self-concept development.

Topic: Self-Concept: Who Are You?

Difficulty: Moderate

Skill: Apply What You Know

2.10. When Suzanne is asked to describe herself, her first response is that her friends often call her a computer nerd. This describes her \_\_\_\_\_.

- a. avowed identity
- b. material self
- c. ascribed identity
- d. spiritual self

Answer: c

Chapter: 02

Module: 2.2

Learning Objective: LO 2.2 Describe the components of the self-concept and major influences on self-concept development.

Topic: Self-Concept: Who Are You?

Difficulty: Moderate

Skill: Apply What You Know

2.11. As Ellen was nearing graduation, she thought back over her college career. Although she had wanted to be more involved in extra-curricular activities, she had focused on her studies and tended to describe herself first as a student. What aspect of the formation of self-concept does this describe?

- a. social self
- b. ascribed identity
- c. avowed identity
- d. association with groups

Answer: c

Chapter: 02

Module: 2.2

Learning Objective: LO 2.2 Describe the components of the self-concept and major influences on self-concept development.

Topic: Self-Concept: Who Are You?

Difficulty: Moderate

Skill: Apply What You Know

2.12. Priscilla feels that she is unattractive and unlovable following a break-up with her boyfriend. Prior to this incident, Priscilla had a healthy view of her worth. Priscilla experienced a decrease in which of the following?

- a. self-reflexiveness
- b. self-concept
- c. self-esteem
- d. self-consciousness

Answer: c

Chapter: 02

Module: 2.3

Learning Objective: LO 2.3 Describe how gender, social comparisons, self-expectations, and self-fulfilling prophecies affect one's self-esteem.

Topic: Self-Esteem: What's Your Value?

Difficulty: Moderate

Skill: Apply What You Know

2.13. Ever since she was a little girl, Rhonda knew she wanted to be a teacher. Now that she is applying to college for a degree in education, she can hardly wait until that dream comes true. Her belief has been stable over a long period of time. This is an example of \_\_\_\_\_.

- a. self-analysis
- b. self-worth avoidance
- c. self-concept clarity
- d. self-esteem

Answer: c

Chapter: 02

Module: 2.3

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Topic: Self-Esteem: What's Your Value?

Difficulty: Moderate

Skill: Apply What You Know

2.14. The statement, "I'm not attractive because my roommate gets asked out on dates more than I do," illustrates the concept of \_\_\_\_\_.

- a. self-fulfilling prophecy
- b. social comparison
- c. self-expectations
- d. social expectations

Answer: b

Chapter: 02

Module: 2.3

Learning Objective: LO 2.3 Describe how gender, social comparisons, self-expectations, and self-fulfilling prophecies affect one's self-esteem.

Topic: Self-Esteem: What's Your Value?

Difficulty: Moderate

Skill: Apply What You Know

2.15. Andrew had plans to be married by the age of 25; however, he turned 30 and was still unmarried. He concluded that he was incapable of maintaining a healthy relationship. Andrew's self-esteem was impacted by which of the following?

- a. gender differences
- b. social comparison
- c. self-expectations
- d. self-fulfilling prophecy

Answer: c

Chapter: 02

Module: 2.3

Learning Objective: LO 2.3 Describe how gender, social comparisons, self-expectations, and self-fulfilling prophecies affect one's self-esteem.

Topic: Self-Esteem: What's Your Value?

Difficulty: Moderate

Skill: Apply What You Know

2.16. Genevieve just knew she was going to fail the physics course because she had never been good at anything to do with science or math. Genevieve's thoughts are an example of \_\_\_\_\_.

- a. self-concept clarity
- b. self-expectations
- c. self-awareness
- d. self-fulfilling prophecy

Answer: d

Chapter: 02

Module: 2.3

Learning Objective: LO 2.3 Describe how gender, social comparisons, self-expectations, and self-fulfilling prophecies affect one's self-esteem.

Topic: Self-Esteem: What's Your Value?

Difficulty: Moderate

Skill: Apply What You Know

2.17. The idea that what you believe about yourself often comes true because you expect it to come true is known as \_\_\_\_\_.

- a. social comparison
- b. self-expectation
- c. self-consciousness
- d. self-fulfilling prophecy

Answer: d

Chapter: 02

Module: 2.3

Learning Objective: LO 2.3 Describe how gender, social comparisons, self-expectations, and self-fulfilling prophecies affect one's self-esteem.

Topic: Self-Esteem: What's Your Value?

Difficulty: Easy

Skill: Remember the Facts

2.18. \_\_\_\_\_ is a technique where you imagine that you are performing an assigned task in a particular and positive way.

- a. Visualization
- b. Narcissism
- c. Reframing
- d. Stereotyping

Answer: a

Chapter: 02

Module: 2.4

Learning Objective: LO 2.4 Practice six communication strategies for enhancing one's self-esteem.

Topic: Communication and the Enhancement of Self-Esteem

Difficulty: Moderate

Skill: Understand the Concepts

2.19. After Patrice failed the first statistics quiz, she thought she would fail the whole class. Then she realized it was just one quiz, and she would have many more quizzes in the future that would boost her grade. This demonstrates the concept of \_\_\_\_\_.

- a. reframing
- b. visualization
- c. narcissism
- d. stereotyping

Answer: a

Chapter: 02

Module: 2.4

Learning Objective: LO 2.4 Practice six communication strategies for enhancing one's self-esteem.

Topic: Communication and the Enhancement of Self-Esteem

Difficulty: Moderate

Skill: Apply What You Know

2.20. Larry grew up in a family in which his mother and father were constantly fighting and insulting each other. Their divorce was especially messy and mean. The poor quality of their relationship caused Larry to avoid commitment in a loving relationship for many years. Larry finally decides that he can no longer allow his feelings about love and marriage to be colored by his parents' failures. Which technique for improving self-esteem did Larry use?

- a. developing honest relationships
- b. visualizing
- c. positive messages
- d. losing your baggage

Answer: d

Chapter: 02

Module: 2.4

Learning Objective: LO 2.4 Practice six communication strategies for enhancing one's self-esteem.

Topic: Communication and the Enhancement of Self-Esteem

Difficulty: Moderate

Skill: Apply What You Know

2.21. The stage of perception in which we put information into patterns is called \_\_\_\_\_.

- a. attention
- b. reframing
- c. interpretation
- d. organization

Answer: d

Chapter: 02

Module: 2.5

Learning Objective: LO 2.5 Explain the three stages of perception and why people differ in their perceptions of people and events.

Topic: The Perception Process

Difficulty: Easy

Skill: Remember the Facts

2.22. Jackie assumed the young man waiting in the hallway was her next student coming in for counseling because he was holding the textbook for her class and appeared nervous. She has classified this individual by using \_\_\_\_\_.

- a. selection
- b. reframing
- c. closure
- d. attention

Answer: c

Chapter: 02

Module: 2.5

Learning Objective: LO 2.5 Explain the three stages of perception and why people differ in their perceptions of people and events.

Topic: The Perception Process

Difficulty: Moderate

Skill: Apply What You Know

2.23. What occurs during the interpretation stage of the perception process?

- a. Missing information is filled in.
- b. Stimuli is organized.
- c. Certain stimuli are focused on.
- d. Meaning is assigned to stimuli.

Answer: d

Chapter: 02

Module: 2.5

Learning Objective: LO 2.5 Explain the three stages of perception and why people differ in their perceptions of people and events.

Topic: The Perception Process

Difficulty: Moderate

Skill: Understand the Concepts

2.24. Robin suspects that her roommate, Julie, wants to break up with her boyfriend. Rather than asking her directly, Robin pays close attention to how Julie complains about him and avoids his phone calls. What method was Robin using to check her perception of Julie's feelings?

- a. direct perception checking
- b. indirect perception checking
- c. social comparison
- d. stereotyping

Answer: b

Chapter: 02

Module: 2.6

Learning Objective: LO 2.6 Summarize three communication strategies that can improve one's powers of perception.

Topic: Communicate to Enhance Your Powers of Perception

Difficulty: Moderate

Skill: Apply What You Know

- 2.25. Asking someone else whether your interpretations of what you perceive are correct is an example of \_\_\_\_\_.
- a. direct perception checking
  - b. indirect perception checking
  - c. social comparison
  - d. self-fulfilling prophecy

Answer: a

Chapter: 02

Module: 2.6

Learning Objective: LO 2.6 Summarize three communication strategies that can improve one's powers of perception.

Topic: Communicate to Enhance Your Powers of Perception

Difficulty: Moderate

Skill: Understand the Concepts

### **True/False**

- 2.26. Symbolic self-awareness is the unique human ability to develop a representation of one's self and communicate that representation to others through language.

Answer: True

Chapter: 02

Module: 2.1

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Topic: Self-Awareness: How Well Do You Know Yourself?

Difficulty: Moderate

Skill: Understand the Concepts

- 2.27. Conscious competence occurs when we are aware that we know or can do something, but it has not yet become an integrated habit.

Answer: True

Chapter: 02

Module: 2.1

Learning Objective: LO 2.1 Discuss the importance of self-awareness in the process of improving one's communication skills.

Topic: Self-Awareness: How Well Do You Know Yourself?

Difficulty: Moderate

Skill: Understand the Concepts

- 2.28. Your self-concept is an objective description of who you think you are.

Answer: False

Chapter: 02

Module: 2.2

Learning Objective: LO 2.2 Describe the components of the self-concept and major influences on self-concept development.

Topic: Self-Concept: Who Are You?

Difficulty: Easy

Skill: Remember the Facts

2.29. A value is a learned predisposition to respond to a person, object, or idea in a favorable or unfavorable way.

Answer: False

Chapter: 02

Module: 2.2

Learning Objective: LO 2.2 Describe the components of the self-concept and major influences on self-concept development.

Topic: Self-Concept: Who Are You?

Difficulty: Easy

Skill: Remember the Facts

2.30. "My parents love me." This statement is an example of an attitude.

Answer: False

Chapter: 02

Module: 2.2

Learning Objective: LO 2.2 Describe the components of the self-concept and major influences on self-concept development.

Topic: Self-Concept: Who Are You?

Difficulty: Moderate

Skill: Understand the Concepts

2.31. According to William James, the "spiritual self" is not dependent on what you own or who you talk with.

Answer: True

Chapter: 02

Module: 2.2

Learning Objective: LO 2.2 Describe the components of the self-concept and major influences on self-concept development.

Topic: Self-Concept: Who Are You?

Difficulty: Moderate

Skill: Understand the Concepts

2.32. You have been described by your significant other as a "jokester." This description is an example of an avowed identity.

Answer: False

Chapter: 02

Module: 2.2

Learning Objective: LO 2.2 Describe the components of the self-concept and major influences on self-concept development.

Topic: Self-Concept: Who Are You?

Difficulty: Moderate

Skill: Apply What You Know

2.33. Maya believes she will make new friends in college and her predictions come true. This is an example of reframing.

Answer: False

Chapter: 02

Module: 2.3

Learning Objective: LO 2.3 Describe how gender, social comparison, self-expectations, and self-fulfilling prophecies affect one's self-esteem.

Topic: Self-Esteem: What's Your Value?

Difficulty: Moderate

Skill: Apply What You Know

2.34. Narcissism is an inflated view of oneself.

Answer: True

Chapter: 02

Module: 2.4

Learning Objective: LO 2.4 Practice six communication strategies for enhancing one's self-esteem.

Topic: Communication and the Enhancement of Self-Esteem

Difficulty: Easy

Skill: Remember the Facts

2.35. The three stages of the perception process are attention, organization and retention.

Answer: False

Chapter: 02

Module: 2.5

Learning Objective: LO 2.5 Explain the three stages of perception and why people differ in their perceptions of people and events.

Topic: The Perception Process

Difficulty: Easy

Skill: Remember the Facts

### **Fill-in-the-Blank**

2.36. Jillian effectively uses public speaking skills without having to concentrate heavily on what she is doing. Jillian is functioning at a level of \_\_\_\_\_ on Maslow's framework.

Answer: unconscious competence

Chapter: 02

Module: 2.1

Learning Objective: LO 2.1 Discuss the importance of self-awareness in the process of improving one's communication skills.

Topic: Self-Awareness: How Well Do You Know Yourself?

Difficulty: Moderate

Skill: Apply What You Know

2.37. \_\_\_\_\_ are learned predispositions to respond to a person, object, or idea in a favorable or unfavorable way.

Answer: Attitudes

Chapter: 02

Module: 2.2

Learning Objective: LO 2.2 Describe the components of the self-concept and major influences on self-concept development.

Topic: Self-Concept: Who Are You?

Difficulty: Easy

Skill: Remember the Facts

2.38. Your interior identity is one way to describe your \_\_\_\_\_.

Answer: self-concept

Chapter: 02

Module: 2.2

Learning Objective: LO 2.2 Describe the components of the self-concept and major influences on self-concept development.

Topic: Self-Concept: Who Are You?

Difficulty: Easy

Skill: Remember the Facts

2.39. \_\_\_\_\_ structure our understanding of what is true and what is false.

Answer: Beliefs

Chapter: 02

Module: 2.2

Learning Objective: LO 2.2 Describe the components of the self-concept and major influences on self-concept development.

Topic: Self-Concept: Who Are You?

Difficulty: Easy

Skill: Remember the Facts

2.40. According to William James's model, the \_\_\_\_\_ self is the element of the self which is reflected in all the tangible things you own.

Answer: material

Chapter: 02

Module: 2.2

Learning Objective: LO 2.2 Describe the components of the self-concept and major influences on self-concept development.

Topic: Self-Concept: Who Are You?

Difficulty: Moderate  
Skill: Understand the Concepts

2.41. Your \_\_\_\_\_ identity is one that others assign to you and you may not agree with.

Answer: ascribed

Chapter: 02  
Module: 2.2  
Learning Objective: LO 2.2 Describe the components of the self-concept and major influences on self-concept development.  
Topic: Self-Concept: Who Are You?  
Difficulty: Easy  
Skill: Remember the Facts

2.42. An evaluation of one's worth or value that can fluctuate is known as \_\_\_\_\_.

Answer: self-esteem

Chapter: 02  
Module: 2.3  
Learning Objective: LO 2.3 Describe how gender, social comparisons, self-expectations, and self-fulfilling prophecies affect one's self-esteem.  
Topic: Self-Esteem: What's Your Value?  
Difficulty: Easy  
Skill: Remember the Facts

2.43. A social construction that encompasses biological sex, psychological characteristics, attitudes about the sexes, and sexual orientation is known as \_\_\_\_\_.

Answer: gender

Chapter: 02  
Module: 2.3  
Learning Objective: LO 2.3 Describe how gender, social comparisons, self-expectations, and self-fulfilling prophecies affect one's self-esteem.  
Topic: Self-Esteem: What's Your Value?  
Difficulty: Easy  
Skill: Remember the Facts

2.44. \_\_\_\_\_ refers to the act of receiving stimuli in your environment.

Answer: Attention

Chapter: 02  
Module: 2.5  
Learning Objective: LO 2.5 Explain the three stages of perception and why people differ in their perceptions of people and events.  
Topic: The Perception Process  
Difficulty: Easy  
Skill: Remember the Facts

2.45. A(n) \_\_\_\_\_ is a generalization applied to persons perceived to have attributes common to a particular group.

Answer: stereotype

Chapter: 02

Module: 2.6

Learning Objective: LO 2.6 Summarize three communication strategies that can improve one's powers of perception.

Topic: Communicate to Enhance Your Powers of Perception

Difficulty: Easy

Skill: Remember the Facts

### Short Answer/Essay

2.46. Name and explain William James' three components of the self.

Answer: The three components of the self are the material self, the social self, and the spiritual self. The material self is concerned with all of one's external or tangible belongings. The social self consists of that part of you that originates in the various interactions you have with people you know. You interact differently with different people, so you have multidimensional selves. Your spiritual self is a result of personal introspection on your values and morals. It asks the question, "Who am I?" and considers your relationship to other forces in the universe.

Chapter: 02

Module: 2.2

Learning Objective: LO 2.2 Describe the components of the self-concept and major influences on self-concept development.

Topic: Self-Concept: Who Are You?

Difficulty: Moderate

Skill: Understand the Concepts

2.47. Identify and give an example of attitudes, beliefs and values.

Answer: (Student examples will vary.) An attitude is a learned predisposition to respond to a person, object, or idea in a favorable or unfavorable way. If you say you like pizza, it is an example of an attitude. A belief is the way in which you structure your understanding of reality—what is true and what is false. If you trust that your family loves you, it is an example of a belief. A value is an enduring concept of good and bad or right and wrong. An example would be that you value truth and honesty in a relationship.

Chapter: 02

Module: 2.2

Learning Objective: LO 2.2 Describe the components of the self-concept and major influences on self-concept development.

Topic: Self-Concept: Who Are You?

Difficulty: Moderate

Skill: Apply What You Know

2.48. Describe the concept of self-fulfilling prophecy.

Answer: The self-fulfilling prophecy is the idea that predictions about a person's future are likely to come true because that person believes they will come true. If a student thinks they will fail an exam because

they have failed every other exam, then that prediction is likely to come true. This person not only has to overcome this preconceived idea, he or she also has to overcome test-taking deficiency. What you believe about yourself often comes true because you expect it to.

Chapter: 02

Module: 2.3

Learning Objective: LO 2.3 Describe how gender, social comparisons, self-expectations, and self-fulfilling prophecies affect one's self-esteem.

Topic: Self-Esteem: What's Your Value?

Difficulty: Moderate

Skill: Understand the Concepts

2.49. Discuss six communication strategies that can be used to enhance one's self-esteem.

Answer: (1) Engage in positive self-talk. Your self-concept and level of self-esteem influence the way you to yourself about yourself. By using positive self-talk, you promote these concepts and enhance the way you feel. (2) Visualize. This technique helps you imagine yourself behaving in the manner you want to. Not only have you told yourself "I can do this" but now you visualize yourself doing it. (3) Reframe. Sometimes assessing something from a different point of view can provide you with fresh perspective and improve your self-esteem. (4) Develop honest relationships. It's important to have at least one relationship in which a person will give you honest and objective feedback. (5) Surround yourself with positive people. People who have a positive outlook can be "contagious" and spread that positive feeling to those around them. (6) Lose your baggage. Failure and disappointment happen to everyone. The key is to understand that those failures don't mean that the next thing you do will also fail.

Chapter: 02

Module: 2.4

Learning Objective: LO 2.4 Practice six communication strategies for enhancing one's self-esteem.

Topic: Communication and the Enhancement of Self-Esteem

Difficulty: Moderate

Skill: Understand the Concepts

2.50. Mallory has accepted a new job as a marketing coordinator at a Fortune 500 company. She wants to make a good impression and hopes to fit in quickly with the culture of the company. Discuss ways Mallory can use the perception process to achieve her goals.

Answer: (student examples will vary.) Perception is the arousal of any of our senses, and Mallory will certainly be using her senses as she goes to work every day. The first stage in the perception process is attention and selection in which we notice and choose to pay particular attention to certain sensations in our environment. For example, when Mallory walks in the office, there are numerous stimuli to which she can attend such as the space, the music being played, the multitude of people, and the instructions of her manager. Mallory might choose to attend to her manager rather than the other people in the office. Next is the stage of organization which involves converting information into understandable patterns. Mallory will organize the instructions she is given. For the concepts she doesn't grasp, she makes notes to review later. Finally, she moves to interpretation. In other words, she assigns meaning to what she has observed. Mallory interprets from the manager's meeting that she understands several points well, needs to review and reread others and can combine several concepts she has learned from information she learned in a college class. These steps will help focus her perception and improve her performance at work.

Chapter: 02

Module: 2.5

Learning Objective: LO 2.5 Explain the three stages of perception and why people differ in their perceptions of people and events.

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Topic: The Perception Process

Difficulty: Moderate

Skill: Apply What You Know