

Chapter 2: Perception of Self and Others

Multiple Choice Questions

1. The concept of the looking-glass self suggests we _____.
- a) develop our self-concept by attending to how others communicate with us
 - b) want to be seen by others as we see ourselves
 - c) mirror the behavior of others to build relationships
 - d) create self-esteem through interactions with strangers

Answer: a

Learning Objective: 2.1 Define *self-concept*, *self-awareness*, and *self-esteem* and explain the ways in which self-awareness and self-esteem may be increased.

Topic: The Self in Human Communication

Difficulty Level: Moderate

Skill Level: Understand the Concepts

2. Which statement is especially important in self-concept?
- a) We learn gender roles, or how a man or woman should act, through cultural teachings.
 - b) Self-concept is the image others have of us.
 - c) We generally do not compare ourselves with others in developing our self-concepts.
 - d) Self-concept is the same as self-esteem.

Answer: a

Learning Objective: 2.1 Define *self-concept*, *self-awareness*, and *self-esteem* and explain the ways in which self-awareness and self-esteem may be increased.

Topic: The Self in Human Communication

Difficulty Level: Moderate

Skill Level: Understand the Concepts

3. _____ provide benchmarks against which you can measure yourself. Your ability, for example, to achieve what your culture defines as success contributes to a positive self-concept; your failure to achieve what your culture values contributes to a negative self-concept.
- a) Cultural teachings
 - b) Twitter activities
 - c) Self interpretations
 - d) Network spread

Answer: a

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Difficulty Level: Moderate

Skill Level: Understand the Concepts

4. What does the open self of the Johari window represent?

- a) information about yourself that you and others know
- b) those parts of yourself that neither you nor others know
- c) all the knowledge you have of yourself but keep secret from others
- d) information about yourself that others know but that you do not know

Answer: a

Learning Objective: 2.1 Define *self-concept*, *self-awareness*, and *self-esteem* and explain the ways in which self-awareness and self-esteem may be increased.

Topic: The Self in Human Communication

Difficulty Level: Easy

Skill Level: Remember the Facts

5. Mazur's friends know he is stingy, but Mazur is not aware of it himself. We can assume Mazur's stinginess is part of his _____ self.

- a) unknown
- b) blind
- c) hidden
- d) open

Answer: b

Learning Objective: 2.1 Define *self-concept*, *self-awareness*, and *self-esteem* and explain the ways in which self-awareness and self-esteem may be increased.

Topic: The Self in Human Communication

Difficulty Level: Moderate

Skill Level: Apply What You Know

6. Which statement is true of the blind area of the Johari window?

- a) Communication generally improves as the blind area becomes smaller.
- b) All information in the blind area is known by the self and others.
- c) A large blind area indicates high self-esteem.
- d) Information in the blind area is buried in a person's self-conscious.

Answer: a

Learning Objective: 2.1 Define *self-concept*, *self-awareness*, and *self-esteem* and explain the ways in which self-awareness and self-esteem may be increased.

Topic: The Self in Human Communication

Difficulty Level: Moderate

Skill Level: Understand the Concepts

7. Despite cross-country trips being a part of his job, John has never told anyone about his fear of flying. We can assume this fear is part of John's _____ self.

- a) unknown
- b) blind
- c) hidden
- d) open

Answer: c

Learning Objective: 2.1 Define *self-concept*, *self-awareness*, and *self-esteem* and explain the ways in which self-awareness and self-esteem may be increased.

Topic: The Self in Human Communication

Difficulty Level: Moderate

Skill Level: Apply What You Know

8. Which of the four selves represents all the information, behaviors, attitudes, and feelings about yourself that you, and also others, know?

- a) unknown
- b) blind
- c) hidden
- d) open

Answer: d

Learning Objective: 2.1 Define *self-concept*, *self-awareness*, and *self-esteem* and explain the ways in which self-awareness and self-esteem may be increased.

Topic: The Self in Human Communication

Difficulty Level: Easy

Skill Level: Remember the Facts

9. Information about yourself that is known to others but unknown to you is in the _____ self.

- a) unknown
- b) blind
- c) hidden
- d) open

Answer: b

Learning Objective: 2.1 Define *self-concept*, *self-awareness*, and *self-esteem* and explain the ways in which self-awareness and self-esteem may be increased.

Topic: The Self in Human Communication

Difficulty Level: Easy

Skill Level: Remember the Facts

10. Which action increases self-awareness?

- a) listening to others
- b) avoiding talking about yourself to others
- c) avoiding dialogue with yourself
- d) decreasing your open self

Answer: a

Learning Objective: 2.1 Define *self-concept*, *self-awareness*, and *self-esteem* and explain the ways in which self-awareness and self-esteem may be increased.

Topic: The Self in Human Communication

Difficulty Level: Moderate

Skill Level: Understand the Concepts

11. Self-esteem is defined as _____.

- a) our view of ourselves
- b) how aware we are of ourselves and others' views of us
- c) a measure of how valuable we think we are
- d) how large our open self is

Answer: c

Learning Objective: 2.1 Define *self-concept*, *self-awareness*, and *self-esteem* and explain the ways in which self-awareness and self-esteem may be increased.

Topic: The Self in Human Communication

Difficulty Level: Moderate

Skill Level: Understand the Concepts

12. Pati has a habit of surrounding herself with negative people. Pati's choice in friends may _____.

- a) improve her self-esteem
- b) be detrimental to her self-esteem
- c) increase her self-awareness
- d) help her self-disclose

Answer: b

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Topic: The Self in Human Communication

Difficulty Level: Moderate

Skill Level: Apply What You Know

13. What is a way to increase self-esteem?

- a) Ignore the impostor phenomenon.
- b) Seek out critical people with whom to engage.
- c) Interact with negative people with whom you can identify.

d) Beware the impostor phenomenon.

Answer: d

Learning Objective: 2.1 Define *self-concept*, *self-awareness*, and *self-esteem* and explain the ways in which self-awareness and self-esteem may be increased.

Topic: The Self in Human Communication

Difficulty Level: Moderate

Skill Level: Understand the Concepts

14. The _____ refers to the tendency to disregard outward signs of success and to consider yourself a fake, a fraud, one who does not really deserve to be considered successful.

- a) hidden self
- b) Johari window
- c) Pygmalion effect
- d) impostor phenomenon

Answer: d

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Topic: The Self in Human Communication

Difficulty Level: Easy

Skill Level: Remember the Facts

15. Which action exemplifies the concept of securing affirmation?

- a) taping a note that says “I am a worthy person” to your bathroom mirror and saying those words aloud every morning
- b) seeking out negative people with whom to interact
- c) interacting with negative people with whom you can identify
- d) listening to and focusing on negative criticism

Answer: a

Learning Objective: 2.1 Define *self-concept*, *self-awareness*, and *self-esteem* and explain the ways in which self-awareness and self-esteem may be increased.

Topic: The Self in Human Communication

Difficulty Level: Moderate

Skill Level: Apply What You Know

16. Which statement best demonstrates the concept of self-disclosure?

- a) “Is this outfit the best color for my complexion?”
- b) “I’ve never told anyone this, but I’m afraid to go to parties alone.”
- c) “Everybody knows Angela is my sister.”
- d) “Don’t go over to his house tonight.”

Answer: b

Learning Objective: 2.2 Define *self-disclosure*, its rewards and dangers, and explain the suggested guidelines for making, responding to, and resisting self-disclosure.

Topic: Self-Disclosure

Difficulty Level: Moderate

Skill Level: Apply What You Know

17. Which statement accurately describes the concept of self-disclosure?

- a) It is the same in all cultures.
- b) It can be nonverbal.
- c) It is risk-free.
- d) It is an intrapersonal process.

Answer: b

Learning Objective: 2.2 Define *self-disclosure*, its rewards and dangers, and explain the suggested guidelines for making, responding to, and resisting self-disclosure.

Topic: Self-Disclosure

Difficulty Level: Moderate

Skill Level: Understand the Concepts

18. Patrice posted to Facebook a picture of her and her mother at the 2017 Women's March in Washington D.C. This is an example of _____.

- a) self-disclosure
- b) secure affirmation
- c) the imposter phenomenon
- d) low self-esteem

Answer: a

Learning Objective: 2.2 Define *self-disclosure*, its rewards and dangers, and explain the suggested guidelines for making, responding to, and resisting self-disclosure.

Topic: Self-Disclosure

Difficulty Level: Moderate

Skill Level: Apply What You Know

19. _____ occurs when we are more forthcoming in online communication than in face-to-face communication, perhaps because there is a certain degree of anonymity and invisibility online.

- a) Communication enhancement
- b) Skewed perception
- c) The disinhibition effect
- d) Confession

Answer: c

Learning Objective: 2.2 Define *self-disclosure*, its rewards and dangers, and explain the suggested guidelines for making, responding to, and resisting self-disclosure.

Topic: Self-Disclosure

Difficulty Level: Easy

Skill Level: Understand the Concepts

20. When Brice first started working at his new job, he began to disclose highly personal information to others almost immediately, often making his coworkers uncomfortable. Which guideline for self-disclosure was Brice clearly violating?

- a) Consider the motivation for the self-disclosure.
- b) Consider the appropriateness of the self-disclosure.
- c) Consider the disclosures of the other person.
- d) Consider any possible burdens self-disclosure might entail.

Answer: b

Learning Objective: 2.2 Define *self-disclosure*, its rewards and dangers, and explain the suggested guidelines for making, responding to, and resisting self-disclosure.

Topic: Self-Disclosure

Difficulty Level: Moderate

Skill Level: Apply What You Know

21. The process by which you become aware of objects, events, and people by using your senses is called _____.

- a) self-awareness
- b) perception
- c) infatuation
- d) proxemics

Answer: b

Learning Objective: 2.3 Define *perception* and its stages, and explain how to increase perceptual accuracy.

Topic: Perception

Difficulty Level: Moderate

Skill Level: Understand the Concepts

22. When you hear a new song played on the radio, which stage of the perception process has occurred?

- a) stimulation
- b) interaction
- c) organization
- d) interpretation-evaluation

Answer: a

Learning Objective: 2.3 Define *perception* and its stages, and explain how to increase perceptual accuracy.

Topic: Perception

Difficulty Level: Moderate

Skill Level: Apply What You Know

23. Beverly watches only Fox News because its reporters and commentators reinforce her existing beliefs and attitudes. Beverly is engaging in _____.

- a) selective exposure
- b) organization by rules
- c) organization by proximity
- d) peer pressure

Answer: a

Learning Objective: 2.3 Define *perception* and its stages, and explain how to increase perceptual accuracy.

Topic: Perception

Difficulty Level: Moderate

Skill Level: Apply What You Know

24. While driving across Kentucky, Sun Li notices only billboards that advertise fast food and gas. Sun Li's perception seems to be stimulated by _____.

- a) selective exposure
- b) organization by rules
- c) the process of recall
- d) selective attention

Answer: d

Learning Objective: 2.3 Define *perception* and its stages, and explain how to increase perceptual accuracy.

Topic: Perception

Difficulty Level: Moderate

Skill Level: Apply What You Know

25. Several students sitting together in a student lounge with their textbooks and laptops open might be perceived as a study group based on the rule of _____.

- a) interpretation
- b) contrast
- c) proximity
- d) attribution

Answer: c

Learning Objective: 2.3 Define *perception* and its stages, and explain how to increase perceptual

accuracy.

Topic: Perception

Difficulty Level: Moderate

Skill Level: Understand the Concepts

26. Jonah has always thought he wasn't a strong athlete. When he played soccer, he was sure he would not be good at it, and indeed, he was not as he did not practice very hard. This may be a result of a _____.

- a) self-fulfilling prophecy
- b) self-serving bias
- c) primacy–recency effect
- d) fundamental attribution error

Answer: a

Learning Objective: 2.4 Explain the nature of impression formation and the major factors that influence it.

Topic: Impression Formation

Difficulty Level: Moderate

Skill Level: Apply What You Know

27. Artie believes all Asian people are more intelligent than other people. With which perceptual process is Artie engaging?

- a) stereotyping
- b) fundamental attribution error
- c) self-fulfilling prophecy
- d) recency effect

Answer: a

Learning Objective: 2.4 Explain the nature of impression formation and the major factors that influence it.

Topic: Impression Formation

Difficulty Level: Moderate

Skill Level: Apply What You Know

28. When you form impressions by trying to understand others' behaviors, it is referred to as _____.

- a) attribution of control
- b) affirmation
- c) the primacy effect
- d) selective attention

Answer: a

Learning Objective: 2.4 Explain the nature of impression formation and the major factors that

influence it.

Topic: Impression Formation

Difficulty Level: Moderate

Skill Level: Understand the Concepts

29. The tendency to single out one or two obvious characteristics of a person and attribute everything that person does to these characteristics is called _____.

- a) self-serving bias
- b) overattribution
- c) fundamental attribution error
- d) primary error

Answer: b

Learning Objective: 2.4 Explain the nature of impression formation and the major factors that influence it.

Topic: Impression Formation

Difficulty Level: Moderate

Skill Level: Understand the Concepts

30. Rosa judges everything Serena does based on the fact that Serena is an only child. Rosa is engaging in which attribution error?

- a) self-serving bias
- b) overattribution
- c) fundamental attribution error
- d) primary error

Answer: b

Learning Objective: 2.4 Explain the nature of impression formation and the major factors that influence it.

Topic: Impression Formation

Difficulty Level: Moderate

Skill Level: Apply What You Know

31. The _____ hypothesis is the belief that good things happen to good people because they are good, and bad things happen to bad people because they are bad.

- a) primacy-recency
- b) self-fulfilling
- c) just world
- d) fundamental attribution error

Answer: c

Learning Objective: 2.4 Explain the nature of impression formation and the major factors that influence it.

Topic: Impression Formation
Difficulty Level: Easy
Skill Level: Understand the Concepts

32. The goal of _____ is to further explore the thoughts and feelings of the other person, not to prove that your initial perception is correct.
- a) perception checking
 - b) clarification
 - c) ghost-thinking
 - d) description/interpretation

Answer: a

Learning Objective: 2.4 Explain the nature of impression formation and the major factors that influence it.

Topic: Impression Formation
Difficulty Level: Easy
Skill Level: Understand the Concepts

33. If you hypothetically pose a question or problem to a group of people you admire and then imagine how they would respond to your problem, you are participating in _____.
- a) perception checking
 - b) clarification
 - c) ghost-thinking
 - d) description/interpretation

Answer: c

Learning Objective: 2.4 Explain the nature of impression formation and the major factors that influence it.

Topic: Impression Formation
Difficulty Level: Moderate
Skill Level: Understand the Concepts

34. When you recognize differences between another group of people or community and your own and subsequently learn how to perceive them and situations more accurately, you are _____.
- a) increasing your cultural sensitivity
 - b) getting the lay of the land
 - c) reducing your uncertainty
 - d) ghost-thinking

Answer: a

Learning Objective: 2.4 Explain the nature of impression formation and the major factors that influence it.

Topic: Impression Formation
Difficulty Level: Easy
Skill Level: Understand the Concepts

35. _____ refers to the processes you go through to communicate the impression you want other people to have of you.
- a) Self-esteem
 - b) Articulation
 - c) Impression negotiation
 - d) Impression management

Answer: d
Learning Objective: 2.5 Explain the strategies of impression management.
Topic: Impression Management
Difficulty Level: Easy
Skill Level: Remember the Facts

36. Jennifer always demonstrates enthusiasm when communicating and follows the cultural rules for polite, cooperative, respectful conversation. Jennifer is using _____.
- a) politeness strategies
 - b) gunnysacking
 - c) affinity-seeking strategies
 - d) negative face

Answer: c
Learning Objective: 2.5 Explain the strategies of impression management.
Topic: Impression Management
Difficulty Level: Moderate
Skill Level: Apply What You Know

37. Tim asks Dana, “Would you mind making dinner this week?” rather than “You have to handle dinner; I’m just too stressed at work!” By using requests instead of demands, Tim is helping Dana maintain _____.
- a) positive face
 - b) politeness
 - c) credibility strategies
 - d) negative face

Answer: d
Learning Objective: 2.5 Explain the strategies of impression management.
Topic: Impression Management
Difficulty Level: Moderate
Skill Level: Apply What You Know

38. To help another person maintain _____, you respect the person's right to be autonomous. For instance, you might request rather than demand that he or she do something.

- a) positive face
- b) selective attention
- c) attribution of control
- d) negative face

Answer: d

Learning Objective: 2.5 Explain the strategies of impression management.

Topic: Impression Management

Difficulty Level: Moderate

Skill Level: Understand the Concepts

39. If you attempt to establish a perception by others of your competence, you are using a _____ strategy.

- a) competence
- b) politeness
- c) credibility
- d) negative

Answer: c

Learning Objective: 2.5 Explain the strategies of impression management.

Topic: Impression Management

Difficulty Level: Easy

Skill Level: Understand the Concepts

40. "I can't fix the faucet; I don't know anything about plumbing" is an example of which self-handicapping strategy?

- a) self-deprecating
- b) self-monitoring
- c) influencing
- d) image-confirming

Answer: a

Learning Objective: 2.5 Explain the strategies of impression management.

Topic: Impression Management

Difficulty Level: Moderate

Skill Level: Apply What You Know

Essay Questions

1. What are the four “panes” of the Johari window? Explain each pane.

Answer: The ideal answer should include:

- The four panes are the open self, blind self, unknown self, and hidden self.
- The open self represents all the information, behaviors, attitudes, and feelings about yourself that you, and also others, know.
- The blind self represents knowledge about you that others have but you do not.
- The unknown self represents those parts of yourself that neither you nor others know.
- The hidden self represents all the knowledge you have of yourself but keep secret from others.

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Topic: The Self in Human Communication

Difficulty Level: Moderate

Skill Level: Understand the Concepts

2. Social media have provided us with tools to compare ourselves to others, perhaps to estimate our individual worth or make us feel superior. Describe three ways social media enables us to find out how we stand in comparison to others. Where applicable, use personal examples to support your list.

Answer: The ideal answer should include:

- Search engine reports, network spread, online influence, Twitter activities, and/or blog presence.
- Students’ examples will vary depending on how active they are on social media.

Learning Objective: 2.1 Define *self-disclosure*, its rewards and dangers, and explain the suggested guidelines for making, responding to, and resisting self-disclosure.

Topic: Self-Disclosure

Difficulty Level: Moderate

Skill Level: Apply What You Know

3. Choose one of the four selves as represented in the Johari window, and describe how you represent yourself accordingly.

Answer: The ideal answer should include:

- The open self, the blind self, the unknown self, and/or the hidden self.
- Each person’s Johari window will be different, and each individual’s window will vary from one time to another and from one communication situation to another.

Learning Objective: 2.1 Define *self-disclosure*, its rewards and dangers, and explain the suggested guidelines for making, responding to, and resisting self-disclosure.

Topic: Self-Disclosure

Difficulty Level: Difficult

Skill Level: Apply What You Know

4. Which of the six suggestions for increasing self-esteem have you attempted? Which worked, and which did not?

Answer: The ideal answer should include:

- Any of the six suggestions for increasing self-esteem previewed in the text:
 - Attack self-destructive beliefs
 - Beware the impostor phenomenon
 - Seek out nourishing others
 - Work on projects that result in success
 - Remind yourself of your successes
 - Secure affirmation
- Students' examples will vary.

Learning Objective: 2.1 Define *self-disclosure*, its rewards and dangers, and explain the suggested guidelines for making, responding to, and resisting self-disclosure.

Topic: Self-Disclosure

Difficulty Level: Moderate

Skill Level: Apply What You Know

5. What is self-disclosure? Describe a time in the last year when you have engaged in this form of communication.

Answer: The ideal answer should include:

- Self-disclosure is communicating information about yourself to another person.
- Students answers will vary.

Learning Objective: 2.2 Define *self-disclosure*, its rewards and dangers, and explain the suggested guidelines for making, responding to, and resisting self-disclosure.

Topic: Self-Disclosure

Difficulty Level: Moderate

Skill Level: Apply What You Know

6. What are the rewards of self-disclosure? Which have you experienced or witnessed?

Answer: The ideal answer should include:

- Self-knowledge, improved coping abilities, communication enhancement, more meaningful relationships, and preventing inaccurate perceptions.
- Students answers will vary.

Learning Objective: 2.2 Define *self-disclosure*, its rewards and dangers, and explain the suggested guidelines for making, responding to, and resisting self-disclosure.

Topic: Self-Disclosure

Difficulty Level: Moderate

Skill Level: Apply What You Know

7. What are the dangers of self-disclosure? Which have you experienced or witnessed?

Answer: The ideal answer should include:

- The dangers are personal, relationship, and professional.
- Students' examples will vary.

Learning Objective: 2.2 Define *self-disclosure*, its rewards and dangers, and explain the suggested guidelines for making, responding to, and resisting self-disclosure.

Topic: Self-Disclosure

Difficulty Level: Moderate

Skill Level: Apply What You Know

8. Define the rule of similarity and give an example.

Answer: The ideal answer should include:

- The rule of similarity states that things that are physically similar (that look alike) are perceived to belong together and to form a unit.
- Students' examples will vary. An example might be that the principle of similarity would lead you to see people who dress alike as belonging together. For instance, all of the football players at a university wear the same uniform; therefore, they are perceived to belong together and form a unit.

Learning Objective: 2.3 Define *perception* and its stages, and explain how to increase perceptual accuracy.

Topic: Perception

Difficulty Level: Moderate

Skill Level: Apply What You Know

9. What is a self-fulfilling prophecy? Give an example of a time when you experienced or witnessed a self-fulfilling prophecy.

Answer: The ideal answer should include:

- A self-fulfilling prophecy is a prediction that comes true because you act on it as if it were true.
- Students' examples will vary. An example might be that you were so convinced that you were not going to do well in your math class, you were unable to concentrate on your studies and you then failed the class.

Learning Objective: 2.4 Explain the nature of impression formation and the major factors that influence it.

Topic: Impression Formation

Difficulty Level: Moderate

Skill Level: Apply What You Know

10. Define credibility strategy and give an example.

Answer: The ideal answer should include:

- A credibility strategy is an attempt to establish a perception by others of your competence, character, and charisma.
- Students' examples will vary. An example might be that you stress what an honest person you are when asking a friend to loan you money.

Learning Objective: 2.5 Explain the strategies of impression management.

Topic: Impression Management

Difficulty Level: Moderate

Skill Level: Apply What You Know