

CHAPTER 2

Understanding Yourself

2.1 MULTIPLE CHOICE

Ans: e
Page: 22
Difficulty: 2

1. Self-awareness, an understanding of your core identity, is
 - a. the keystone of emotional intelligence.
 - b. the ability to monitor your feelings from moment to moment in order to provide psychological insight.
 - c. the ability to identify your true feelings.
 - d. having a strong sense of how you really feel about your personal decisions.
 - e. all of the above.

Ans: c
Page: 22
Difficulty: 2

2. Which of the following concepts about *self* focuses on the extent to which you are aware of your thoughts and feelings *and* have the ability to modify how you present yourself?
 - a. self-concept
 - b. self-disclosure
 - c. self-monitoring
 - d. self-fulfilling prophecies
 - e. self-esteem

Ans: d
Page: 22
Difficulty: 2

3. Which of the following items describes people who are high self-monitors? They
 - a. feel awkward in the company of others.
 - b. have never been good at games like charades.
 - c. can only argue for ideas in which they already believe.
 - d. can change their behavior to suit different people and situations.
 - e. do not change their opinions or behaviors to please others or win their favor.

Ans: d
Pages: 22-23
Difficulty: 2

4. Which source of self-concept significantly affects whether you remember high school as one of the best or worst times of your life?
 - a. how well you self-monitor
 - b. how well you self-disclose
 - c. how you have been influenced by your roles and rewards
 - d. how your past experiences have a tendency to distort memories
 - e. how you respond to significant others

Ans: b
Page: 22
Difficulty: 2

5. Which of the following influences is the most powerful determinant of your self-concept?
 - a. self-awareness
 - b. the influence of others
 - c. past experiences
 - d. cultural background
 - e. self-monitoring

Ans: a
Page: 24
Difficulty: 2

Ans: c
Pages: 24
Difficulty: 3

Ans: e
Page: 25
Difficulty: 2

Ans: e
Pages: 26
Difficulty: 3

Ans: c
Page: 27
Difficulty: 2

Ans: e
Page: 27
Difficulty: 2

Ans: d
Page: 27
Difficulty: 2

6. Which of the following statements is a self-appraisal?
 - a. I'm a really good dancer.
 - b. I'm a second grade teacher.
 - c. I think my boss is really angry with me.
 - d. I came in third in the writing contest.
 - e. I'm feeling angry..

7. Which two forms of self-appraisal can help us minimize our tendency to engage in self-deception about who we are?
 - a. whether we see ourselves as successful or unsuccessful
 - b. our roles and rewards
 - c. actual performance and social comparison
 - d. self-awareness and self-monitoring
 - e. past experience and cultural background

8. In order to maintain a positive self-concept we often try to make ourselves look good by
 - a. attributing success to our own abilities and failure to external factors.
 - b. viewing evidence depicting us unfavorably as flawed.
 - c. forgetting negative feedback and remembering positive feedback.
 - d. comparing ourselves to others who will make us look good.
 - e. doing all of the above.

9. The answer to all of the following questions can help you avoid self-fulfilling prophecies *except*:
 - a. What predictions am I making about my behavior?
 - b. Are the predictions I make about my behavior justified?
 - c. Am I doing anything to elicit the predicted response?
 - d. What other behaviors could help me avoid fulfilling my prophecy?
 - e. Why can't I compete with others who do the predicted behavior?

10. If you are willing to stand up for yourself in appropriate ways to fulfill your needs, you are practicing
 - a. self-acceptance.
 - b. self-responsibility.
 - c. assertiveness.
 - d. purposeful-living.
 - e. personal integrity.

11. If you behave in ways that are consistent with your values and beliefs, you are practicing
 - a. self-acceptance.
 - b. self-concept.
 - c. self-talk.
 - d. purposeful-living.
 - e. personal integrity.

12. Which answer is the best example of positive self-talk replacing the following example of a negative self-talk statement? "I think I'm going to fail this test question about strategies for improving self-esteem."

Ans: a
Page: 27
Difficulty: 2

- a. This test is too difficult and too long for me to finish in the amount of time I've been given to take it.
- b. I should have read the textbook more carefully.
- c. The instructor didn't tell us self-talk would be on the test.
- d. I understand the concept of self-esteem and should be able to figure out the right answers.
- e. This is a well-written exam that demonstrates the complex challenge of understanding self.

Ans: e
Page: 27
Difficulty: 2

13. The textbook list of strategies for improving your self-esteem provides an exception to each strategy. What is the exception for the strategy "Practice self-acceptance"?
- a. But not as an excuse
 - b. But don't try to control everything
 - c. But respect the needs of others
 - d. But understand and respect others
 - e. But listen to others too

Ans: d
Page: 27
Difficulty: 1

14. The textbook list of strategies for improving your self-esteem provides an exception to each strategy. What is the exception for the strategy "Practice positive self-talk"?
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 - c. But respect the needs of others
 - d. But understand and respect others
 - e. But listen to others too

Ans: a
Page: 29
Difficulty: 2

15. The *Know Thy Self: Assess Your Self Esteem* feature in your textbook identifies beliefs that affect how you see yourself. Which of the following statements would indicate a low self-esteem?
- a. On the whole, I'm satisfied with myself.
 - b. I feel that I have a number of good qualities.
 - c. I am able to do things as well as most other people.
 - d. I feel useless at times.
 - e. I take a positive attitude toward myself.

Ans: b
Page: 29
Difficulty: 3

16. If Emma daydreams while her instructor is lecturing, what stage has she skipped in the three-step perceptual process?
- a. selection
 - b. organization
 - c. interpretation
 - d. synthesis
 - e. evaluation

17. You go to a lunch meeting with Hannah and immediately notice that she is missing an earring, that she isn't wearing her usual professional make-up, and that she's breathing hard when she sits down. What part of the perception process have you used?
- a. the Figure-Ground principle
 - b. selection
 - c. organization

Ans: a
Pages: 29
Difficulty: 2

- d. interpretation
- e. evaluation

Ans: b
Pages: 31
Difficulty: 3

18. If you dye a strawberry blue it will likely smell and taste strange. Which concept does this illustrate?
- a. our senses affect our perception
 - b. our senses affect how we organize information
 - c. our senses affect our selection
 - d. our senses affect the proximity principle
 - e. our senses affect the simplicity principle

19. A new family in town has joined a local church and enrolled their children in the Sunday morning religious school. Members welcome the family by inviting the parents to join the adult prayer group on Wednesdays. The parents explain that they are not very religious, but have joined the church because they believe in providing a religious education for their children. What perceptual principle explains this scenario?
- a. proximity principle
 - b. similarity principle
 - c. closure principle
 - d. simplicity principle
 - e. selection principle

Ans: d
Pages: 31
Difficulty: 3

20. While waiting to buy movie tickets, Brent sees three friends leaving the theatre. They are laughing hysterically. Brent assumes that the film must be very funny. What organizational principle of perception is Brent using?
- a. Peter principle
 - b. simultaneous principle
 - c. closure principle
 - d. simplicity principle
 - e. complexity principle

Ans: b
Page: 31
Difficulty: 3

21. In Chapter 2, there is a graphic of a triangle depicting a chicken, a cow, and grass. Asians are more likely to pair the cow and the grass because they
- a. are more focused on what they eat.
 - b. perceive the world in terms of relationships.
 - c. perceive the world in terms of categories and subcategories, such as animals and examples of animals.
 - d. are less sensitive to context.
 - e. have no word for chicken.

Ans: e
Page: 32
Difficulty: 2

22. Which key element of effective communication is represented in the perception checking guidelines when you ask the following question: How do your perceptions affect the way you choose communication channels and deliver your message?
- a. Structure
 - b. Context
 - c. Purpose

Ans: e
Page: 33
Difficulty: 1

Ans: c
Page: 33
Difficulty: 2

Ans: c
Page: 33
Difficulty: 2

Ans: c
Page: 33-4
Difficulty: 1

- d. Others
- e. Expression

23. Which of the following answers best represents a significant factor that influences your interpretation of people or events?
- a. past experience
 - b. knowledge
 - c. expectations and attitudes
 - d. relational involvement
 - e. all of the above
24. Which answer best explains why Valerie loved the film *Avatar* while Vincent thought it was dumb?
- a. Valerie is a woman and Vincent is a man.
 - b. Valerie is a Democrat and Vincent is a Republican.
 - c. Valerie and Vincent have different perceptions.
 - d. Valerie and Vincent do not communicate well.
 - e. Valerie and Vincent are sister and brother.
25. All of the following steps can help you apply the Golden Rule *except*
- a. understand how other people may perceive a situation, particularly if their perceptions differ from your own.
 - b. imagine how you might feel if placed in another person's situation
 - c. do unto others as *you* believe they deserve.
 - d. try to find solutions that would be appropriate from someone else's perspective.
 - e. make decisions and act based on what you think would be right if you were in the other person's situation or place.
26. The fear or anxiety associated with either real or anticipated communication with another person or persons is referred to as
- a. self-concept.
 - b. feedback.
 - c. communication apprehension.
 - d. social tension.
 - e. confidence.

Ans: e
Page: 33-34
Difficulty: 2

Ans: b
Page: 33-34
Difficulty: 3

Ans: d
Page: 35
Difficulty: 2

Ans: e
Page: 35
Difficulty: 1

Ans: b
Page: 38
Difficulty: 2

27. The two most common fears among North Americans are
- fear of death and fear of financial difficulties.
 - fear of heights and fear of public speaking.
 - fear of snakes and fear of death.
 - fear of heights and fear of financial difficulties.
 - fear of snakes and fear of public speaking.
28. Communication scholar James McCroskey makes all of the following claims about the nature of communication apprehension *except*:
- it permeates every facet of an individual's life.
 - it is a learned trait, one that is conditioned through reinforcement of a child's communication behavior.
 - it affects major decisions such as career and housing choices.
 - it is probably the most important factor in causing ineffective communication.
 - it is a relatively permanent personality trait, an inborn neurobiological function.
29. Carlos is about to make an important presentation. He admits he is very nervous and hopes that he remembers to avoid saying "and uh" or "um" as he speaks. Which of the following fears probably underlies his communication apprehension?
- fear of failure
 - fear of the unknown
 - fear of others
 - fear of breaking the rules
 - fear of the spotlight
30. Why are many people confident when asked to sing in a choir, but nervous when asked to sing solo?
- fear of failure
 - fear of the unknown
 - fear of others
 - fear of breaking the rules
 - fear of the spotlight
31. Your friend experiences very high levels of communication apprehension. You know this is true because you hear her say things like "I know I'll bomb on the oral report" or "I can't stand up for myself when I talk to Jim or Barbara." Which of the following strategies would you recommend to help your friend reduce her communication apprehension?
- relaxation
 - cognitive restructuring
 - visualization
 - systematic desensitization
 - practice

Ans: c
Page: 38
Difficulty: 2

32. When using systematic desensitization as a method of reducing communication apprehension, you begin by trying to relax while visualizing a nonthreatening communicative act. Which of the following situations would be a good choice for your initial visualization?
- You are introducing yourself to a group in which you are the only new member.
 - You have been appointed the chairperson of a meeting.
 - You are having a casual conversation with a coworker before a meeting.
 - You have been asked to make a presentation, but do not have enough time to prepare.
 - Your boss has just asked you a difficult question.

Ans: e
Page: 38
Difficulty: 2

33. The Personal Report of Communication Apprehension measures a person's feelings about
- group communication.
 - communicating in meetings.
 - interpersonal communication.
 - public speaking.
 - all of the above.

2.2 TRUE/FALSE

Ans: true
Page: 22
Difficulty: 2

1. T F Your self-concept changes throughout your lifetime.

Ans: false
Page: 22
Difficulty: 2

2. T F Throughout your lifetime, your self-concept is a relatively permanent characteristic of who you are.

Ans: false
Page: 22
Difficulty: 3

3. T F In his book, *Emotional Intelligence*, Daniel Goldman identifies self confidence as the first and most fundamental emotional competency: the keystone of emotional intelligence.

Ans: true
Page: 22-23
Difficulty: 2

4. T F According to your textbook, the influence of other people is a more powerful determinant of self-concept than self-awareness or past experiences.

Ans: false
Page: 22-23
Difficulty: 2

5. T F According to your textbook self-awareness is a more powerful determinant of self-concept than the influence of others.

Ans: true
Page: 23
Difficulty: 2

6. T F Your culture plays a significant role in determining your self-concept. For example, most Western cultures emphasize the value of independence, whereas East Asian cultures emphasize the value of group membership.

Ans: true
Page: 24

7. T F Self-appraisals are evaluations of your self-concept in terms of

Difficulty: 1

Ans: true
Pages: 26
Difficulty: 1

Ans: false
Page: 26
Difficulty: 2

Ans: false
Page: 26
Difficulty: 2

Ans: true
Page: 27
Difficulty: 1

Ans: false
Page: 28
Difficulty: 2

Ans: true
Page: 29
Difficulty: 1

Ans: false
Page: 29
Difficulty: 1

Ans: true
Page: 31
Difficulty: 1

Ans: false
Pages: 31
Difficulty: 2

Ans: true
Page: 32
Difficulty: 2

Ans: false
Page: 32
Difficulty: 2

your abilities, attitudes, and behaviors.

8. T F Self-monitoring is sensitivity to your own behavior and others' reactions as well as the ability to modify how you present yourself.
9. T F Research notes that self-fulfilling prophecies largely explain why, in general, girls do better at mathematics than boys do.
10. T F Researchers claim that violent people often act the way they do because they suffer from *low* self-esteem.
11. T F Strategies for improving your self-esteem include practicing self-acceptance, self-responsibility, and self-assertiveness.
12. T F The three components of perception are assertiveness, personal integrity, and positive self-talk.
13. T F When you are warm you are more likely to both trust others and considered to be trustworthy yourself.
14. T F Wearing a rough fabric can influence a meeting outcome more positively than if you were wearing something soft.
15. T F The closure principle of perception explains why we often fill in missing elements to form a more complete impression of an object, person, or event.
16. T F The simplicity principle of perception explains why the closer objects, events, and people are to one another, the more likely you will perceive them as belonging together.
17. T F In terms of the key communication element *self*, perception checking involves assessing how your personal biases, level of self-awareness, and cultural background affects your perceptions.
18. T F In terms of the key communication element *structure*, perception checking involves assessing how psychosocial, logistical, and interactional communication contexts affect your perceptions and the perceptions of others.

Ans: false
Page: 33-34
Difficulty: 2

Ans: true
Page: 33-34
Difficulty: 2

Ans: true
Page: 35
Difficulty: 1

Ans: false
Page: 36
Difficulty: 2

Ans: false
Page: 36
Difficulty: 2

Ans: true
Page: 36
Difficulty: 3

19. T F According to researcher James McCroskey, communication apprehension is not a permanent personal trait and that it can be eliminated by taking a good public speaking course.
20. T F You may be able to reduce your level of communication apprehension by thoroughly preparing for a communication situation which can transform the unfamiliar into something familiar.
21. T F Many researchers claim that the fear of a negative evaluation is the number one cause of communication anxiety.
22. T F You may be able to reduce your level of communication apprehension by concentrating on yourself—how you sound and look—rather than on your message.
23. T F Cognitive restructuring is a relaxation and visualization technique that involves learning to relax while visualizing various communication situations.
24. T F Daniel Goleman notes that practice can improve performance because simulating an act is—to your brain—the same as performing it.

2.3 ESSAY

1. Chapter 2, *Understanding Your Self*, examines how what you think about yourself affects how well you communicate. Define the following terms in your own words and indicate how these concepts interact with one another in terms of influencing the way you express your thoughts and emotions: (a) self-concept, (b) self-awareness, (c) self-monitoring, and (d) self-esteem.

Pages: 22-28

Difficulty: 3

2. Describe the differences between people who are high and low in self-monitoring. Also explain the advantages and disadvantages of being a high or low self-monitor.

Page: 22

Difficulty: 3

3. The influence of other people is a powerful determinant of your self-concept. Identify and explain three such influences. Provide examples to illustrate the ways in which these influences affect self-concept.

Page: 22-23

Difficulty: 2

4. Discuss the ways in which your culture and background affect your self-concept.

Pages: 22-23

Difficulty: 2

5. Scholars disagree on whether online communication harms or promotes the development of self-concept. Describe the two sides in this disagreement. Choose one of these positions and defend your beliefs about the effects of online communication on a person's self-concept.
Page: 25
Difficulty: 3
6. According to your textbook, in order to maintain a positive self-concept we engage in several behaviors, such as believing that our good traits are unusual while our faults are common among many people. Describe three other ways in which we try to make ourselves look good.
Page: 25
Difficulty: 3
7. What is a self-fulfilling prophecy? Provide two examples to demonstrate your understanding of this concept. Provide two questions you should ask yourself if you want to avoid the self-fulfilling prophecy trap.
Pages: 26-27
Difficulty: 3
8. Your textbook lists five strategies for improving self-esteem as well as exceptions to each strategy. For example, practice positive self-talk, *but* listen to others, too. List and describe two more strategies and describe the exception to each strategy.
Page: 27
Difficulty: 3
9. Your textbook discusses how our senses influence each other. Provide five examples of how physical sensations affect your perceptions of other people.
Page: 29
Difficulty: 2
10. Your textbook discusses four perception principles—proximity, similarity, closure, and simplicity—that influence how you organize or categorize information. Choose and explain two of those principles. Demonstrate your understanding by providing examples of how these principles affect human communication behavior.
Pages: 31
Difficulty: 3
11. Perception-checking requires you to become aware of how you select, organize, and interpret sensory stimuli; whether you consider alternative interpretations; and whether you try to verify your perceptions with others. Discuss how applying the seven key elements of effective communication to the perception-checking guidelines is a way to improve your perception. Provide examples to illustrate your understanding of perception-checking.
Page: 32-
Difficulty: 3
12. Why does the Ethical Communication feature in your textbook claim that “The Golden Rule Does *Not* Always Apply?”
Page: 33
Difficulty: 2
13. Your textbook describes several sources of communication apprehension. Identify three sources and explain why and how these factors contribute to a person's individual level of communication anxiety.
Page: 35

Difficulty: 2

14. Your textbook offers several strategies for becoming a more confident communicator. Describe two of the strategies that, in your opinion, would help *you* reduce speaking anxiety. Why did you select these two strategies?

Page: 36

Difficulty: 2

15. Your textbook describes three methods that can help you relax, re-think, and re-vision the way you think about communication and communication apprehension. Describe two of these strategies and explain why they work.

Pages: 36

Difficulty: 3

16. What was your score on the Personal Report of Communication Apprehension? Are you a low, average, or high apprehensive? Was your overall score a surprise? Why or why not? Was your score for any of the subcategories—group discussion, meetings, interpersonal conversations, public speaking—surprising? Why or why not?

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Difficulty: 2