

Chapter 2 Test Bank

Interpersonal Communication and Self

Multiple Choice Questions

- 1) A learned predisposition to respond to a person, object, or idea in a favorable or unfavorable way is a(n)
- A) attitude.
 - B) belief.
 - C) value.
 - D) motive.

Answer: A, Page Ref: 33, Skill: Factual

- 2) Which of the following is most resistant to change?
- A) attitudes
 - B) beliefs
 - C) values
 - D) dislikes

Answer: C, Page Ref: 34, Skill: Factual

- 3) People with low self-esteem are likely to be more
- A) critical of others.
 - B) open to seeking opportunities to improve skills that need improving.
 - C) comfortable having others observe them when they perform.
 - D) open to admitting to having both strengths and weaknesses.

Answer: A, Page Ref: 52, Skill: Factual

- 4) People who have a high sense of self-worth are more likely to be
- A) comfortable having others observe them when they perform.
 - B) overly responsive to praise and compliments.
 - C) more sensitive to criticism and negative feedback from others.
 - D) more critical of others.

Answer: A, Page Ref: 52, Skill: Factual

- 5) Lyndi has an algebra class this semester, one that she has dreaded since beginning college. Math has never been an easy subject for her, so when her first test comes around she is convinced that she'll fail. Sure enough, when her exam is returned she has scored a 56%--an F. Lyndi is a victim of her own
- A) social decentering.
 - B) looking-glass self.
 - C) communication apprehension.
 - D) self-fulfilling prophecy.

Answer: D, Page Ref: 51, Skill: Application

- 6) An enduring construct that reflects enduring concepts of good and bad, right and wrong, is called a(n)
- A) attitude.
 - E) belief.
 - F) value.
 - G) motive.

Answer: C, Page Ref: 34, Skill: Factual

- 7) When we are aware of how to make a positive impression on others, but using our communication in this way has not yet become a habit, we are at this stage of Maslow's self-awareness model.

- A) unconscious incompetence
- B) conscious incompetence
- C) conscious competence
- D) unconscious competence

Answer: C, Page Ref: 35, Skill: Conceptual

- 8) William James identified three components of the self: the material, the social, and the spiritual. The material self is based upon

- A) all of the tangible things you own.
- B) that part of you that interacts with others.
- C) your internal thoughts and introspections about your values and moral standards.
- D) your needs and desires.

Answer: A, Page Ref: 35-36, Skill: Factual

- 9) Which of the following is facework that we engage in when we when we "save face" by correcting what others may perceive as a negative perception of us?

- A) positive facework
- B) corrective facework
- C) preventative facework
- D) politeness theory

Answer: B, Page Ref: 45, Skill: Factual

- 10) Emily works very hard to avoid developing a negative impression of herself. This is an example of Emily engaging in _____ facework.

- A) preventative
- B) positive
- C) corrective
- D) none of the above

Answer: A, Page Ref: 45, Skill: Conceptual

- 11) Alan seems to always challenging Alana's positive face. Alan is engaging in

- A) positive face.
- B) corrective face.
- C) face-threatening acts.
- D) politeness.

Answer: C, Page Ref: 46, Skill: Conceptual

12) Politeness theory was developed by

- A) Brown and Brown.
- B) Lewinson and Maslow.
- C) Goffman.
- D) Brown and Levinson.

Answer: D, Page Ref: 46, Skill: Conceptual

13) Which of the following reflects the approach that the self is learned through our own labels?

- A) Dad always said I was trouble.
- B) I am a student, a son, and a boyfriend.
- C) I'm a Phi Beta Kappa.
- D) Hey! I'm an outgoing, fun sort of person.

Answer: D, Page Ref: 40-41, Skill: Conceptual

14) The avoidant attachment style is associated with

- A) not receiving all the affection you felt you needed from your childhood caregivers.
- B) having developed a strong, trusting, close, predictable relationship with your childhood caregivers.
- C) consistently receiving too little nurturing as a child.
- D) growing up in a home with someone other than one's biological parents.

Answer: C, Page Ref: 38-39, Skill: Factual

15) What percentage of adults report being shy?

- A) 5%
- B) 15%
- C) 26%
- D) 40%

Answer: D, Page Ref: 41-42, Skill: Factual

16) A role that is considered both masculine and feminine is called a(n) _____ role.

- A) disparate
- B) disjunctive
- C) ambivalent
- D) androgynous

Answer: D, Page Ref: 40, Skill: Factual

17) When your perception is that you are convinced that you are lousy in math, so you don't really study, and your recent test results confirm that perception, you may be engaging in

- A) selective exposure.
- B) self-reflexive communication.
- C) self-fulfilling prophecy.
- D) social comparison.

Answer: C, Page Ref: 51, Skill: Application

- 18) Jason has a very strong desire for intimacy, warmth, and support in his relationships with others. According to Will Schutz, Jason most likely has a very strong need for
- A) inclusion.
 - B) control.
 - C) affection.
 - D) safety.

Answer: C, Page Ref: 53, Skill: Application

- 19) Calvin really likes to make decisions. He actively seeks out positions of leadership in his fraternity. According to Will Schutz, which interpersonal need is affecting Calvin's behavior?
- A) inclusion
 - B) control
 - C) affection
 - D) companionship

Answer: B, Page Ref: 53, Skill: Application

- 20) Margolis, in anticipating his next public speaking assignment, thinks that while he may not be the most skilled speaker, he is intelligent, he knows how to research a topic, and if he spends some time practicing he ought to be able to get at least a "C." Margolis is most likely engaging in which technique for improving self-esteem?

- A) avoiding comparisons
- B) reframing
- C) self-talk
- D) visualization

Answer: C, Page Ref: 48, Skill: Application

- 21) The set of enduring internal predispositions and behavioral characteristics that describe how you react to your environment is your

- A) self-concept.
- B) true self.
- C) reflexive self.
- D) personality.

Answer: D, Page Ref: 41, Skill: Factual

- 22) The ability to think about what we are doing while we are doing it is called

- A) self-talk.
- B) self-reflexivity.
- C) self-fulfilling prophecy.
- D) reframing.

Answer: B, Page Ref: 40-41, Skill: Factual

- 23) Which of the following is NOT one of the Big Five Personality Traits?

- A) introversion
- B) agreeableness
- C) neuroticism
- D) conscientiousness

Answer: A, Page Ref: 41, Skill: Factual

24) Tom isn't having much success in meeting women. He asks his friend, Tanya, to help identify what he is doing that might be turning off the women he meets. Since Tanya has known him since they were in kindergarten, she tactfully but honestly tells him what she thinks. Tom's reliance on his relationship with Tanya reflects which strategy for improving one's self-esteem?

- A) developing honest relationships
- B) letting go of the past
- C) visualization
- D) avoiding comparisons

Answer: A, Page Ref: 49, Skill: Application

25) Which of the following approaches suggests that a major factor affecting how people communicate with others is genetic makeup?

- A) implicit personality theory
- B) communibiological approach
- C) socio-communication perspective
- D) halo effect

Answer: B, Page Ref: 41, Skill: Factual

26) Your understanding of who you are is your

- A) self-disclosure.
- B) self-worth.
- C) self-knowledge.
- D) self-awareness.

Answer: D, Page Ref: 54, Skill: Factual

27) Joe tells anybody who will listen to him the most intimate details of his personal life. According to the Johari window, he probably has a relatively large _____ self.

- A) blind
- B) unknown
- C) hidden
- D) open

Answer: D, Page Ref: 54, Skill: Application

28) The technique of having a trained person listen as you verbalize your fears, hopes, and concerns is called

- A) open therapy.
- B) listening therapy.
- C) intrapersonal communication.
- D) talk therapy.

Answer: D, Page Ref: 50, Skill: Factual

29) The process of redefining events and experiences from a different point of view is known as

- A) self-reflexivity.
- B) reframing.
- C) self-fulfilling prophecy.
- D) unknown self.

Answer: B, Page Ref: 49, Skill: Factual

30) The ability to not only think about ourselves, but to use language (symbols) to represent ourselves to others, is called

- A) the Johari window.
- B) self-fulfilling prophecy.
- C) objective self-awareness.
- D) symbolic self-awareness.

Answer: D, Page Ref: 34, Skill: Factual

True/False Questions

1) Beliefs are learned predispositions to respond to persons, objects, or things in a favorable or unfavorable way.

Answer: FALSE, Page Ref: 33-34, Skill: Factual

2) According to William James, a person has as many social selves as there are people who recognize him or her.

Answer: TRUE, Page Ref: 36, Skill: Factual

3) The theory that suggests that we make sense of the world based on our interactions with others is called symbolic interaction theory.

Answer: TRUE, Page Ref: 50-51, Skill: Factual

4) Your self-concept is your unfiltered perception of who you think you are.

Answer: FALSE, Page Ref: 32, Skill: Conceptual

5) Sammie seems to behave in ways that benefit others. It can be said that Sammie is prosocial.

Answer: TRUE, Page Ref: 43, Skill: Application

6) Your own belief in your ability to perform a specific task in a particular situation is known as self-worth.

Answer: FALSE, Page Ref: 43, Skill: Conceptual

7) A person who changes who he or she is, depending on the person with whom he or she is interacting, may not be wishy-washy, but merely reflecting an appropriate social self.

Answer: TRUE, Page Ref: 36-37, Skill: Conceptual

8) Research has found strong evidence that people are less likely to misrepresent themselves in cyberspace than in “realspace” relationships.

Answer: FALSE, Page Ref: 40, Skill: Factual

9) Thom’s spiritual self consists of all his thoughts and introspections about his values and moral standards.

Answer: TRUE, Page Ref: 37, Skill: Factual

10) An androgynous role is more restrictive than either a masculine or a feminine role.

Answer: FALSE, Page Ref: 40, Skill: Factual

11) *Self-worth* is a term often used interchangeably with *self-concept*.

Answer: *FALSE*, Page Ref: 43, Skill: *Factual*

12) The material self is the total of all the tangible things you own: your possessions, your home. Your body is part of your social self.

Answer: *FALSE*, Page Ref: 36, Skill: *Factual*

13) Jeremiah just got called in to see the principal. As he walks to the office he wonders, “What have I done wrong? Of course, it may be nothing. Maybe there is just some information he needs.” Jeremiah is engaging in intrapersonal communication.

Answer: *TRUE*, Page Ref: 48, Skill: *Application*

14) The process a baseball player is going through when she pictures herself at the plate, swinging the bat, and making contact with the ball is called *self-talk*.

Answer: *FALSE*, Page Ref: 48, Skill: *Application*

15) Through self-esteem you describe who you are. Through self-concept, you evaluate who you are.

Answer: *FALSE*, Page Ref: 43, Skill: *Conceptual*

16) When Elvira shows concern and expresses concern to Lexi over the loss of Lexi’s aunt and listens to Lexi and empathizes, she is providing social support.

Answer: *TRUE*, Page Ref: 49, Skill: *Application*

17) *Self-disclosure* applies to information provided to others, whether accidentally or on purpose.

Answer: *FALSE*, Page Ref: 53, Skill: *Factual*

18) *Self-disclosure* refers specifically to admitting deepest fears and private fantasies rather than mere demographic information about yourself.

Answer: *FALSE*, Page Ref: 53, Skill: *Factual*

19) Responsiveness is sometimes labeled a “feminine” communication quality.

Answer: *TRUE*, Page Ref: 56, Skill: *Factual*

20) According to William Snively and John McNeil, we develop our perceptions of others based primarily on two dimensions: assertiveness and responsiveness.

Answer: *TRUE*, Page Ref: 56, Skill: *Factual*

21) *Assertiveness* is the tendency to accomplish a task by making requests, asking for information, and generally looking out for one’s own rights and best interests.

Answer: *TRUE*, Page Ref: 56, Skill: *Factual*

22) On the whole, it seems that we spend most of our time giving “shows” instead of giving information.

Answer: *TRUE*, Page Ref: 35, Skill: *Factual*

Short Answer/Essay Questions

1) What three psychological constructs shape and reflect a person's self-concept?

Answer: beliefs, attitudes, and values

Page Ref: 33-34, *Skill:* Factual

2) Name and briefly describe the three components of the self that were identified by William James.

Answer: 1) the material self, consisting of all the tangible things we possess; 2) the social self, reflecting that part of you that interacts with others; 3) the spiritual self, consisting of all your internal thoughts and introspections about your values and moral standards

Page Ref: 35-37, *Skill:* Factual

3) Explain *social comparison* and provide an example.

Answer: People derive their sense of self-worth from comparing themselves to others, a process called social comparison. Social comparison helps people measure how well they think they are doing compared to others. Bobbie may compare the grades she earned in math with those of her best friend Betsy, thus comparing her math ability with that of Betsy.

Page Ref: 44, *Skill:* Factual/Application

4) Name the four life positions that Eric Berne developed to describe people's overall sense of their own worth and that of others.

Answer: 1) "I'm OK, you're OK," or positive regard for self and others; 2) "I'm OK, you're not OK," or positive regard for self and low regard for others; 3) "I'm not OK, you're OK," or low self-regard and positive regard for others; and 4) "I'm not OK, you're not OK," or low regard for both self and others.

Page Ref: 44-45, *Skill:* Factual

5) Identify and briefly describe the three social needs suggested by Will Schutz.

Answer: *Inclusion* identifies the degree to which people want to be included in the activities of others. *Control* reflects the degree to which people need some influence over their relationships. *Affection* identifies the need people have to give and receive love.

Page Ref: 53, *Skill:* Factual

6) How can reframing help someone improve his or her self-concept?

Answer: Reframing involves the reinterpretation of negative criticism in realistic ways. While not ignoring the negative, one puts the criticism into perspective by recognizing that mistakes happen but do not make up the sum total of who you are.

Page Ref: 49, *Skill:* Conceptual

7) What is the difference between self-concept and self-esteem?

Answer: Through self-concept you *describe* who you are. Through self-esteem you *evaluate* who you are.

Page Ref: 43, *Skill:* Comprehension

8) Name and define the four windows in the Johari window model.

Answer: Quadrant 1 is an *open area*. The open area contains information that others know about you and that you are also aware of—such as your age, your occupation, and other things you might mention about yourself. At first glance, all four quadrants appear to be the same size. But that may not be the case (in fact, it probably isn't). In the case of Quadrant 1, the more information that you reveal about yourself, the larger this quadrant will be. Put another way, the more you open up to others, the larger the open area will be. Quadrant 2 is a *blind area*. This window contains information that other people know about you, but that you do not know. Perhaps when you were in grade school, as a joke someone put a sign on your back that said, "Kick me." Everyone was aware of the sign but you. The blind window represents much the same situation. For example, you may see yourself as generous, but others may see you as a tightwad. Generally, the more accurately you know yourself and perceive how others see you, the better your chances are to establish open and honest relationships with others. Quadrant 3 is a *hidden area*. This area contains information that you know about yourself, but that others do not know about you. You can probably think of many facts, thoughts, feelings, and fantasies that you would not want anyone else to know. They may be feelings you have about another person or something you've done privately in the past that you'd be embarrassed to share with others. It is useful to know, however, that part of who you are is known by some people, but remains hidden from others. Quadrant 4 is an *unknown area*. This area contains information that is unknown to both you and others. These are things you do not know about yourself *yet*. Perhaps you do not know how you will react under certain stressful situations. Other people may also not be aware of how you would respond or behave under certain conditions. Your personal potential, your untapped physical and mental resources, are unknown. You can assume that this area exists, because eventually some (though not necessarily all) of these things will become known to you, to others, or to both you and others. Because you can never know yourself completely, the unknown quadrant will always exist; you can only guess at its current size, because the information it contains is unavailable to you.

Page Ref: 54-55 *Skill:* Factual

9) Define *mindfulness* and provide the three ways of being mindfully self-aware.

Answer: Mindfulness is the ability to think consciously about what you are doing and experiencing, rather than responding out of habit or intuition. The three ways of being mindfully self-aware, or conscious of who you are and what you are doing, are: subjective self-awareness, objective self-awareness, and symbolic self-awareness.

Page Ref: 34, *Skill:* Factual

10) Your roommate, Anthony, is a freshman with an excellent academic background. He has begun to have problems with one of his classes and is really getting down on himself. Because he spends so much time on his school work he has not developed many friendships and doesn't socialize much. Since you like Anthony and would like to help him, explain how you can use the suggestions for improving self-esteem to improve his self-esteem.

Answer: The strategies most likely to be helpful include reframing and developing an honest relationship. You might also help Anthony understand how his self-talk is affecting him and explain how visualization might help him see his goals better. It is also possible that Anthony needs to let go of the past. Perhaps the strategies he used successfully in high school are no longer effective in this new environment. If Anthony's difficulties are deeply ingrained, ultimately, the best suggestion might be to seek professional support.

Page Ref: 47-50, *Skill:* Application

11) Name and define the three attachment styles.

Answer: Secure attachment style: Individuals with a secure attachment style experience greater overall feelings of hope and relationship satisfaction and tend to disclose more personal information about themselves. Anxious attachment style: Individuals with an anxious attachment style report feeling more negative emotions when interacting with others, especially a romantic partner. Avoidant attachment style: People who have this type of attachment style may feel considerable discomfort and awkwardness when expressing or receiving intimacy.

Page Ref: 48, *Skill:* Factual

Matching Sequences

1. Match the definition or example with the term.

1) "Jif is the best-tasting peanut butter."	A) attitude
2) a person's subjective description of who he or she is	B) belief
3) your evaluation of your worth or value based on your perception of such things as your skills, abilities, talents, and appearance	C) self-concept
4) "Intelligent life exists on Mars."	D) self-esteem
5) "Stealing music is just wrong."	E) value

Answers: 1) A, 2) C, 3) D, 4) B, 5) E, *Page Ref:* 33-34, *Skill:* Factual

2. Match the example with the dimension of the self.

1) "My new house cost \$500,000."	A) the spiritual self
2) "I'm a totally different person when I'm away from work."	B) the material self
3) "What is the meaning of life?"	C) the social self

Answers: 1) B, 2) C, 3) A, *Page Ref:* 36-37, *Skill:* Factual

3. Match the terms with Schutz' interpersonal need.

1) human contact and fellowship	A) affection
2) influence, stability, comfort	B) inclusion
3) support, warmth, intimacy	C) control

Answers: 1) B, 2) C, 3) A, *Page Ref:* 53, *Skill:* Factual

Chapter 2 Test Bank

4. Match the description with the appropriate title of the pane in the Johari window.

1) known to self and others	A) blind
2) not known to self but known to others	B) unknown
3) known to self but not known to others	C) hidden
4) not known to to self or others	D) open

Answers: 1) D, 2) A, 3) C, 4) B, Page Ref: 54-55, Skill: Factual