

Student: _____

1. Which of the following is the BEST indication of an emotionally healthy person?
 - A. a tendency to respond to every situation, good or bad, with humor
 - B. an ability to remain calm and in control of one's emotions in every situation
 - C. a tendency to show a range of emotions that reflect life's "ups and downs"
 - D. a tendency to restrain one's happiness, knowing that bad experiences can happen at any time
2. Which of the following examples of humor MOST clearly signifies emotional wellness?
 - A. when it is only used to poke fun at others
 - B. when you can recognize the humor in everyday situations
 - C. when it is restrained and carefully considered
 - D. when it is only used to poke fun at oneself
3. April feels shy and often lonely when she attends parties. She should
 - A. develop her communication skills.
 - B. attend the party with people she is acquainted with.
 - C. have one or two drinks to make herself feel better.
 - D. only attend a party if she knows the people who will be there.
4. How are communication skills related to emotional health?
 - A. Good communication skills are indicators of good social interactions.
 - B. Emotionally healthy people must excel at communication.
 - C. Communication skills are based on emotional health.
 - D. There is no correlation between the two.
5. Which of the following is FALSE regarding nonverbal communication?
 - A. It is what is communicated by facial expression and body posture.
 - B. The way in which you breathe is a form of nonverbal communication.
 - C. It is not a powerful means of communication.
 - D. It is the more important aspect of the message being communicated.
6. Which of the following is an important principle for effective verbal communication?
 - A. Speak quickly to give your message more impact.
 - B. If your argument is weak, raise your voice.
 - C. Provide as many details as possible.
 - D. Start on a positive note.
7. When you have an important message to communicate, it is most essential that you
 - A. take the time to think before speaking.
 - B. be forceful.
 - C. seek feedback.
 - D. adopt a conversational tone.
8. Which of the following would NOT be included in nonverbal communication?
 - A. facial cues
 - B. the environment
 - C. body posture
 - D. eye contact

9. Which of the following has been cited as one of the MOST important sources of nonverbal communication?
- A. body posture
 - B. personal space
 - C. eye contact
 - D. facial expressions
10. Seth was upset at John's lack of consideration regarding a shared project at work. Seth wanted to share his feelings about the situation with John. As they talked, Seth realized that the conversation was becoming volatile and heated. What conflict management technique should Seth use?
- A. Seth should acknowledge John's feelings.
 - B. Seth should watch his body posture.
 - C. Seth and John should agree to discuss this matter at another time.
 - D. Seth should use assertive communication.
11. Abraham Maslow proposed that emotional growth occurs as one's _____ are satisfied.
- A. emotions
 - B. metaneeds
 - C. basic needs
 - D. long-range goals
12. In Maslow's concept of emotional growth, the highest level of growth is
- A. self-denial.
 - B. self-realization.
 - C. self-actualization.
 - D. self-determination.
13. The first requirement in Maslow's hierarchy to be met is
- A. safety needs.
 - B. self-esteem needs.
 - C. belonging and love.
 - D. physiological needs.
14. According to Maslow, spirituality, creativity, and curiosity are considered
- A. metaneeds.
 - B. basic needs.
 - C. essential needs.
 - D. fundamental needs.
15. Your friend Walter recently lost his job and his apartment. He is living temporarily with his parents and seems quite cynical. According to Maslow's theory, what would be the best way you could help him start to rebuild his self-esteem?
- A. Help Walter find a job and a place to live.
 - B. Direct Walter's attention to transcendent things.
 - C. Take Walter out to dinner so that he can forget his troubles for a while.
 - D. Introduce Walter to a young woman you think would find him attractive.
16. According to the authors, which of the following is seen as one of the MOST important traits of a creative person?
- A. nonconformity
 - B. persistence
 - C. independence
 - D. curiosity
17. People who are creative tend to possess which of the following characteristics
- A. confidence.
 - B. persistence.
 - C. humor.
 - D. spirituality.

18. Which of the following people is MOST likely to be labeled *creative*? One who
- A. is not detail oriented.
 - B. is always very well organized.
 - C. likes to solve problems.
 - D. likes to be in charge.
19. An important benefit of spirituality is that it
- A. keeps you humble.
 - B. discourages the use of drugs.
 - C. has been found to increase your psychological wellness.
 - D. provides a basis on which to judge the behavior of others.
20. People with spiritual health
- A. tend to be self-absorbed.
 - B. seek meaning and purpose in their lives.
 - C. tend to be anxious individuals.
 - D. tend to be egocentric.
21. One of the benefits of mindfulness is that it enables you to
- A. plan your day without interruptions.
 - B. accept yourself and your experience.
 - C. complete a simple chore.
 - D. concentrate on your breathing.
22. Pessimism and low self-esteem tend to result from
- A. personalization.
 - B. permanence.
 - C. pervasiveness.
 - D. learned helplessness.
23. When an individual views a task as being hard, anticipates failing at that task, and subsequently performs poorly, they are experiencing which of the following
- A. permanence
 - B. pessimism
 - C. low self-esteem
 - D. learned helplessness
24. When you personalize events, you
- A. blame oneself and have an internal explanatory style for negative events.
 - B. blame others and have an external explanatory style for negative events.
 - C. see yourself the way others see you.
 - D. change how you view the world.
25. Which of the following chemicals is said to be deficient in people with depression?
- A. melatonin
 - B. ACTH
 - C. beta endorphins
 - D. serotonin
26. Your roommate Celine is normally an active person, but over the last two weeks she has remained in the apartment for several days. She won't talk to her friends when they call, and she seems to have no appetite. Celine is most likely suffering from
- A. schizophrenia.
 - B. bipolar disorder.
 - C. clinical depression.
 - D. general anxiety disorder.

27. The drug Prozac is
- A. most commonly used to treat bipolar disorder.
 - B. highly effective, but also known for its many side effects.
 - C. a highly effective antidepressant.
 - D. being replaced in most cases by newer, more effective medications.
28. Ellen is always moody and tired most days between late December and early April. She is most likely suffering from
- A. seasonal affective disorder.
 - B. primary depression.
 - C. major depression.
 - D. dysthymia.
29. Common symptoms of seasonal affective disorder include which of the following?
- A. increased sex drive
 - B. fatigue
 - C. weight loss
 - D. insomnia
30. Which of the following is TRUE regarding suicide?
- A. Suicide is the leading cause of death for young adults 15-to-24 years old.
 - B. Asian Americans are the highest risk group to complete suicide.
 - C. Women tend to use more lethal methods to commit suicide than men.
 - D. Suicide occurs more often among middle-aged Americans.
31. Bipolar disorder was previously known as
- A. major depression.
 - B. manic depression.
 - C. dysthymic depression.
 - D. obsessive-compulsive disorder.
32. Mel was recently found on a rooftop claiming that he could fly. The next time you saw him, he did not even get out of bed, claiming he was worthless and would be better off dead. Several days later, police catch Mel driving at high speeds in the wrong direction on a freeway. Mel's behavior is most characteristic of
- A. bipolar disorder.
 - B. major depression.
 - C. general anxiety disorder.
 - D. obsessive compulsive disorder.
33. Which of the following statements about suicide in the United States is MOST accurate?
- A. Suicide is more a problem of the elderly than of young people.
 - B. Suicidal tendencies are distinctly different from other emotional disorders.
 - C. Suicidal symptoms include feelings of depression and helplessness.
 - D. Suicidal symptoms are hard to identify because they are usually well hidden.
34. Which of the following is NOT a risk factor associated with suicidal behavior?
- A. having little or no support system
 - B. possessing a firearm
 - C. having a problem with drugs or alcohol
 - D. being easily distracted and irritated
35. Bipolar disorder is MOST commonly treated with
- A. drug therapy and psychotherapy.
 - B. shock therapy and lithium.
 - C. counseling only.
 - D. family and group therapy.

36. Your friend Sue is talking about committing suicide. Which intervention strategy should you use to help her? You should
- A. assume she is not serious and change the topic of discussion.
 - B. avoid the subject completely because it might upset her more.
 - C. stay with her until you can get further assistance.
 - D. argue with her that things are not that bad.
37. Charlyce is always tired, tense, overreacts, and is always fearful things will go wrong. Her behavior is most characteristic of
- A. acrophobia.
 - B. bipolar disorder.
 - C. a panic disorder.
 - D. generalized anxiety disorder.
38. Which of the following statements about generalized anxiety disorder is MOST accurate?
- A. People with this disorder can easily mask their symptoms.
 - B. People with this disorder tend to be lethargic and unresponsive to others.
 - C. People with this disorder appear to worry all the time about everything.
 - D. People treated for this disorder are typically cured.
39. Carey has experienced intense and frequent bouts of excessive worrying over everything for the past six months. She is an individual with
- A. panic disorder.
 - B. generalized anxiety disorder.
 - C. agoraphobia.
 - D. post-traumatic stress disorder.
40. An emotional episode that features rapid pulse, heavy sweating, shortness of breath, nausea, and the feeling of being out of control is probably a(n)
- A. panic attack.
 - B. defense reaction.
 - C. obsessive-compulsive episode.
 - D. endogenous-depression episode.
41. Which of the following is FALSE regarding panic disorders?
- A. Many panic disorder sufferers feel as if they are about to die or are losing control.
 - B. A panic attack could last a few minutes or a few hours.
 - C. Symptoms of a panic attack can mirror that of a heart attack.
 - D. Sufferers generally perform repetitive behaviors to reduce the panic attack.
42. The MOST effective treatment for panic disorders is
- A. drug therapy.
 - B. counseling.
 - C. stress management techniques.
 - D. all of the above choices.
43. A person who does unreasonable things like constantly washing his hands or constantly checking door locks is MOST likely showing signs of
- A. major depression.
 - B. suicidal tendencies.
 - C. dysthymic depression.
 - D. obsessive-compulsive disorder.
44. Aleesha was suffering from obsessive-compulsive disorder, but recently has been doing much better. Which of the following is MOST likely? She
- A. underwent microsurgery.
 - B. underwent shock therapy.
 - C. was removed from her old environment.
 - D. is receiving behavioral and drug therapy.

45. Michael believes he was kidnapped by aliens. He said he reported his kidnapping to the FBI, but they ignored him. Much of his conversation is impossible to understand. Michael is MOST likely suffering from
- schizophrenia.
 - panic disorder.
 - general anxiety disorder.
 - obsessive-compulsive disorder.
46. One of the defining characteristics of schizophrenia is
- the repetition of meaningless behaviors.
 - profound distortions in one's personality.
 - a tendency to argue with everyone.
 - suicidal impulses.
47. Which of the following statements about the treatment of schizophrenia is MOST accurate?
- New techniques in psychotherapy have made treatments very effective.
 - Recent advances in drug therapy have made treatments very effective.
 - Most forms of the disorder respond to treatment similarly.
 - There is no cure for schizophrenia.
48. Unlike other mental health professionals, psychiatrists are
- medical doctors.
 - holders of doctorate degrees.
 - qualified to practice psychotherapy.
 - grouped according to their subspecialties.
49. Biological and medical interventions are used by
- counselors.
 - psychiatrists.
 - psychologists.
 - psychiatric social workers.
50. Which of the following mental health care providers has a doctoral-level degree in counseling or clinical psychology?
- counselor
 - psychiatrist
 - psychologist
 - social worker
51. Which of the following is TRUE regarding counselors? They
- can write prescriptions for their patients.
 - treat psychological disorders using behavioral therapy.
 - tend to focus less on talking about a patient's problem.
 - can specialize in areas such as substance abuse treatment, marriage and family therapy, and vocational rehabilitation.
52. Psychodynamic therapy is based upon the belief that
- faulty thinking patterns are the root of all problems.
 - treatment must focus on changing an individual's thoughts.
 - effective treatment must focus on psychological forces underlying a patient's problems.
 - effective treatment is based upon the learned optimism paradigm.
53. The therapy that is based upon the belief that people, left to their own devices, will naturally grow in positive and constructive ways is termed
- humanistic therapy.
 - solution-based therapy.
 - cognitive therapy.
 - naturalistic therapy.

54. Which of the following is TRUE regarding behavior therapy?
- A. The therapy sessions are very expensive.
 - B. It focuses on the person's childhood years only.
 - C. It is a form of client-centered therapy.
 - D. It focuses on behavior modification rather than one's thoughts.
55. Which form of therapy is especially effective in treating anxiety, eating, and mood disorders?
- A. behavioral therapy
 - B. cognitive-behavioral therapy
 - C. dynamic therapy
 - D. group therapy
56. Which of the following BEST describes cognitive-behavioral therapy? It
- A. focuses on changing thoughts in order to change a behavior.
 - B. features probing the unconscious mind for solutions to problems.
 - C. uses peer education to help discover solutions to problems.
 - D. features "acting out" one's emotions to dispel them.
57. In which type of therapy are clients encouraged to envision a future in which their problems are no longer a dominant force in their lives?
- A. dynamic
 - B. supportive
 - C. behavioral
 - D. solution-focused
58. Which of the following statements about group therapy is MOST accurate? It
- A. is less effective than one-on-one types of therapy.
 - B. is not a technique in itself, only an alternative to individual therapy.
 - C. is an effective approach for group members to understand one another's experiences and support one another.
 - D. is least effective in treating problems such as chemical dependency and eating disorders.
59. Techniques such as posture, eye contact, and facial expression are important components in nonverbal communication.
True False
60. The highest level in Maslow's hierarchy of needs is belonging and love.
True False
61. Maslow proposed that our "metaneeds" must be satisfied before our "basic needs."
True False
62. In general, highly creative people tend to have wide range of interests and a broad base of knowledge.
True False
63. Creative people are very concerned with what other people think of them.
True False
64. Learned helplessness is a theory explaining how individuals can learn how to feel powerless and defeated.
True False
65. Pervasiveness refers to whether you perceive events as specific or general.
True False
66. Pessimism and low self-esteem tend to come from blaming others and having an external explanatory style for negative events.
True False

67. The most effective treatment for depression is a combination of counseling and medication.
True False
68. Women commit suicide four times more often than men do.
True False
69. Anxiety disorders include obsessive-compulsive disorder, post-traumatic stress disorder, and panic disorder.
True False
70. Anxiety disorders are difficult to treat successfully.
True False
71. Fear of having a panic attack may cause individuals to stay confined to their home.
True False
72. Social phobia is characterized by feelings of extreme dread and embarrassment in situations where one has to speak in public.
True False
73. Schizophrenia and multiple personality disorder are similar mental illnesses.
True False
74. A psychologist is also a medical doctor.
True False
75. Behavior therapy is also known as supportive therapy.
True False
76. Behavior therapy is especially effective for treatment of anxiety disorders such as phobias.
True False
77. Psychodynamic therapy is used to uncover childhood experiences that underlie an individual's current problems.
True False
78. Solution-focused therapy helps clients change by dwelling on problems rather than looking for an answer to their problems.
True False
79. Marital counseling, conflict mediation, and divorce counseling are all certified specialties in couples and family therapy.
True False
80. Ritalin has been effective in the treatment of schizophrenia.
True False
81. Define self-concept and self-esteem, and describe the relationship between the two.

82. List the techniques for effectively managing conflict.

83. Describe the connection between emotional health and creativity.

84. Describe the basic attributes of schizophrenia.

85. Discuss the mind-body connection in terms of the psychological and physical health of the individual.

ch02 Key

1. (p. 31-32) C
2. (p. 35) B
3. (p. 34) A
4. (p. 32) A
5. (p. 34) C
6. (p. 34) D
7. (p. 34) A
8. (p. 34-35) B
9. (p. 34) D
10. (p. 35) C
11. (p. 32) C
12. (p. 32) C
13. (p. 32) D
14. (p. 32) A
15. (p. 32) A
16. (p. 33) B
17. (p. 33) B
18. (p. 33) C
19. (p. 33) C
20. (p. 32) B
21. (p. 34) B
22. (p. 37) A
23. (p. 36) D
24. (p. 37) A
25. (p. 39) D
26. (p. 39) C
27. (p. 40) C
28. (p. 41) A
29. (p. 41) B
30. (p. 42) D
31. (p. 42) B
32. (p. 42) A
33. (p. 42) C
34. (p. 42) D
35. (p. 43) A
36. (p. 43) C

37. (p. 45) D
38. (p. 45) C
39. (p. 45) B
40. (p. 43-45) A
41. (p. 43-45) D
42. (p. 44) D
43. (p. 43-45) D
44. (p. 44) D
45. (p. 45) A
46. (p. 45) B
47. (p. 45) D
48. (p. 46) A
49. (p. 46) B
50. (p. 46) C
51. (p. 46) D
52. (p. 46) C
53. (p. 46) A
54. (p. 46) D
55. (p. 46) B
56. (p. 46) A
57. (p. 46) D
58. (p. 46) C
59. (p. 34-35) TRUE
60. (p. 32) FALSE
61. (p. 32) FALSE
62. (p. 33) TRUE
63. (p. 33) FALSE
64. (p. 36) TRUE
65. (p. 36) TRUE
66. (p. 37) FALSE
67. (p. 40) TRUE
68. (p. 41) FALSE
69. (p. 44) TRUE
70. (p. 44) FALSE
71. (p. 43) TRUE
72. (p. 45) TRUE
73. (p. 45) FALSE
74. (p. 46) FALSE

75. (p. 46) FALSE

76. (p. 46) TRUE

77. (p. 46) TRUE

78. (p. 46) FALSE

79. (p. 48) TRUE

80. (p. 45) FALSE

81. (p. 31) Self-concept is the mental picture of yourself based on your assessment of your inner qualities and outward behavior. Self-esteem is the feeling you have about your worth and is based on your acceptance of and satisfaction with your self-concept.

10) Agree to discuss this at a later time. When the conversation becomes too volatile or heated, take some time to calm down and revisit the conflict at another time.

9) Agree to disagree. You both can agree that there may be more than one answer and that you will not change the other person's point of view.

8) Take a team approach by engaging in mutual problem-solving. Find a middle ground so both parties attain a win-win paradigm via compromise.

7) Focus on the problem at hand by staying on track about the present situation.

6) Accept valid criticism. If you have made a mistake contributing to the conflict, take ownership. This will pave the way for others to take responsibility for their part in the conflict.

5) Be aware of your body posture. Folding your arms can send a defensive message. Maintain eye contact and make sure your nonverbal actions match your verbal message.

4) Acknowledging the other person's feelings validates how the other person is feeling and can defuse further escalation of the conflict.

3) Focus not just on what you say, but how you say it. The volume and tone of your voice can cause the other person to raise his or her voice, creating a shouting match.

2) Use assertive communication that includes "I" statements. Using "I" instead of "You" statements helps to defuse potential conflicts by not putting the other person on the defensive.

82. (p. 35) 1) Listen to and acknowledge the other person's point of view, even if it differs from your own. This will allow the other person to know that you are listening and allows you to repeat back what you may have heard or misinterpreted.

83. (p. 33) There is a positive correlation between emotional health and creativity. Many of the hallmarks, such as independent thinking, motivation, problem-solving, and persistence, are also signs of emotional maturity. Allowing yourself to express your thoughts, feelings, and individuality in a creative manner entails having self-confidence, self-esteem, and flexibility.

84. (p. 45) Schizophrenia is marked by the deterioration of one's personality and ability to function from day to day. It occurs in different forms and levels of severity, and affects 1% of the population. The symptoms include behaviors that seem out of touch with reality, such as having delusions, hallucinations, incoherent speech, and a lack of normal responsiveness to others.

85. (p. 29-30) There is an important mind-body connection in terms of your psychological health having a significant impact on your physical health, and vice versa. Stress, depression, and anxiety have been associated with how the immune system responds and can impair physical health. Studies have shown that terminally ill cancer patients who had good psychological health lived longer lives and reported having a higher quality of life than did other cancer patients.

ch02 Summary

<u>Category</u>	<u># of Questions</u>
Focus - Chapter 02	85