

Student name: _____

Self-awareness involves a capacity to monitor and control biases that potentially affect your decision making.

true

false

Collectivists define themselves as independent of group affiliation.

true

false

Managers who have low self-awareness are superior performers.

true

false

Typically, Westerners are collectivists, and people from Asian countries are individualists.

true

false

Patterns of behavior develop through reactions to events and actions over a period of time.

true

false

Personality traits of an individual are highly unstable; they change frequently depending on the situation.

true

false

If a person is cold and uncaring in one situation, he or she is likely to behave similarly in other situations.

true

false

Individuals who score high on conscientiousness are more likely to be viewed as uncaring and disrespectful.

true

false

High self-monitors are *least* interested in what others think of them.

true

false

Low self-monitors usually hide their true selves to conform to a situation.

true

false

Our attitudes are easier to influence and change than our behaviors or values.

true

false

At work, the *best* managers are those who augment their own perspectives with the views of others.

true

false

Selective perception facilitates communication with others.

true

false

Stereotyping involves attributing one's own attitudes, characteristics, or shortcomings to others.

true

false

Projecting our beliefs onto others allows them to provide us with a unique and fresh perspective.

true

false

Self-serving bias causes us to overestimate external factors for successes and blame internal factors for failures.

true

false

Fundamental attribution error involves underestimating the influence of internal factors when evaluating the behavior of others.

true

false

The social mirror is based on our memory of how others have reacted toward us or treated us.

true

false

The social mirror is designed to help you learn about yourself. Hence it is important to accept everything that others say to you as reality.

true

false

Self-awareness can be increased by acquiring multiple experiences in diverse situations and with diverse others.

true

false

_____ is *best* described as the capacity for introspection and the ability to reconcile oneself as an individual separate from the environment and other individuals.

Self-actualization

Self-awareness

Self-disclosure

Self-isolation

_____ involves a person stepping back and objectively observing what influences his or her thoughts, feelings, behaviors, attitudes, and interactions.

Self-actualization

Self-analysis

Projection

Selective perception

_____ describes the relatively stable set of characteristics, tendencies, and temperaments of an individual that have been formed by heredity and by social, cultural, and environmental factors.

Attitude

Personality

Efficacy

Virtue

Becoming self-aware by understanding your modes of thinking primarily involves being aware of how you

express your reaction to unexpected things that happen.

respond to people, stimuli, and events.

become aware of your core drivers and hence understand the roots of your behavior.

take in and make sense of information that helps you make judgments.

Nancy is aware that her morale is down when she is working in a large group. This is mainly because she is not confident sharing her opinions with others or opposing their ideas. She realizes that to be able to perform better she needs to tactfully communicate with her team members. Which of the following components of behavior is Nancy primarily aware of in this situation?

motivation

modes of interacting

modes of thinking

cognition

Which of the following is a primary component of the Big Five personality model?

uncertainty avoidance

locus of control

intelligence quotient

emotional stability

In the Big Five personality model, _____ assesses the degree to which you are social or antisocial, outgoing or shy, assertive or passive, active or inactive, and talkative or quiet.

empathy

collectivism

extroversion

conscientiousness

Jacob and Gareth are new employees in an information technology (IT) firm. Gareth is outgoing and likes to assert his authority over others. Jacob is shy and hardly socializes with his peers. Both Gareth and Jacob are punctual and hardworking. In the context of the Big Five personality traits, which of the following statements is true about this scenario?

Gareth is emotionally stable.

Jacob is an introvert.

Gareth ranks high on agreeableness.

Jacob ranks high on change to altruism

In the context of the Big Five personality traits, _____ represents the degree to which an individual is dependable, can be counted on, follows through on commitments, and keeps promises.

conscientiousness

extroversion

introversion

altruism

Shenaz remains calm with her customers who are intolerant and rude toward her. She always has a positive attitude and is able to quickly find solutions to her customers' issues. In the context of the Big Five personality traits, which of the following statements is *most* likely true about Shenaz?

Shenaz ranks low on conscientiousness.

Shenaz is an extrovert.

Shenaz has a high level of intelligence quotient.

Shenaz is emotionally stable.

Rosa's coworkers have often complained that it is difficult to work with her. This is mainly because Rosa is highly rigid in nature and intolerant toward others' opinions and ideas. In the context of the Big Five personality model, which of the following does Rosa best illustrate?

high openness

high conscientiousness

low agreeableness

low uncertainty avoidance

A person's low score on the _____ component of the Big Five personality model is closely associated with the fact that he or she is insecure, anxious, and short-tempered.

openness

intelligence quotient

emotional stability

extroversion

Jacob, an employee at a consumer electronics company, is highly enthusiastic about learning new skills, meeting new people, and approaching work-related tasks in a novel way. In the context of the Big Five personality model, which of the following does Jacob best illustrate?

low agreeableness

low conscientiousness

high openness to experience

high uncertainty avoidance

Justin's enthusiasm toward challenging projects has earned him a good reputation among his seniors at work. His coworkers agree that he is highly dependable, organized, and focused about work. In the context of the Big Five personality model, which of the following does this scenario best illustrate?

low agreeableness

low collectivism

high conscientiousness

high uncertainty avoidance

The tendency to adjust our behavior relative to the changing demands of social or environmental situations is known as

social regulation.

self-actualization.

self-monitoring.

social realization.

Sophie is highly concerned about what others think of her. She is extremely careful about freely expressing her feelings and opinions in public. She tactfully adapts her responses and interactions to suit the situation and the audience. On the basis of the given information, we can conclude that Sophie would score

low on openness to experience.

high on uncertainty avoidance.

high on self-monitoring.

low on agreeableness.

Which of the following statements is true of low self-monitors?

They are very sensitive to external cues.

They often hide their true selves to conform to a situation.

They are not at all interested in what others think.

They constantly adapt to meet a set of expectations.

_____ are *best* described as “settled ways of thinking about someone or something, typically reflected in a person’s behavior.”

Morals

Ethics

Attitudes

Rituals

Which of the following statements is true about attitudes?

Attitudes can vary from situation to situation.

Attitudes are the most stable facets of our personality.

Attitudes are more difficult to influence than our behaviors or values.

Attitudes in people are independent of their family background.

_____ means making assumptions about an individual or a group based on generalized judgments rather than based on facts.

Projecting

Hacking

Stereotyping

Bootstrapping

Mark's boss has shortlisted three employees—Jack, Justin, and Grace—who are eligible for a promotion. It is Mark's duty to promote any two employees from the chosen three. Mark decides not to promote Grace because he believes that women are not achievement-oriented and that they cannot completely focus on their work. Making such generalized assumptions that influence an individual's perceptions is known as

selective perception.

whistleblowing.

stereotyping.

projection.

Josephine works as a software engineer at a large information technology company. She is working on a project that has to be completed within the next 24 hours. When her manager sends her an email about her next project, which is to be taken up once the current project is completed, she ignores it before even reading the details specified in it. This scenario best exemplifies

fundamental attribution error.

self-monitoring.

selective perception.

self-serving bias.

_____ is *best* described as attributing one's own attitudes, characteristics, or shortcomings to others.

Self-description

Projection

Selective perception

Individualization

Derek always arrives late for meetings and conferences. He believes that everyone else will also arrive late. In this scenario, Derek's perception is primarily influenced by

fundamental attribution error.

projection.

selective perception.

self-serving bias.

_____ is referred to as forming an opinion about how we would like an event to unfold, a situation to develop, or a person to act, think, or feel.

Stereotyping

Expectation

Projection

Ethnocentrism

Judy, a college graduate, is looking for a job. Previously, she never paid attention to any job advertisements. Now, however, she keeps an eye out for job advertisements in newspapers, outside offices, and on the Internet. This is a result of a common perception filter known as projection.

stereotyping.

interest.

expectation.

The _____ demonstrates that individuals tend to decide that a behavior is caused by a particular characteristic or event.

expectancy theory

equity theory

two-factor theory

attribution theory

Richard runs a supermarket chain. All his stores have been experiencing declining sales for the past one year. Richard blames this depletion in sales on the increasing competition in the market. Which of the following theories *best* explains Richard's behavior in this scenario?

attribution theory

two-factor theory

equity theory

expectancy theory

Javier's friend incurred a huge loss because he invested in a stock that later crashed in the stock market. Javier believes that the loss was because of the poor decisions made by his friend rather than the external events affecting the performance of the stock. This is an example of

the bandwagon effect.

a fundamental attribution error.

self-serving bias.

the recency effect.

Whenever Ray gets good grades, he attributes his good performance to his skills and determination. When he performs poorly, he blames it on his friends and peers. In this case, Ray's behavior *best* illustrates

the bandwagon effect.

fundamental attribution error.

self-serving bias.

the decoy effect.

Stephen Covey refers to the concept of gaining self-awareness through understanding how others view us and how we are shaped by others' opinions of us as the

glass ceiling.

social mirror.

learning curve.

catch-22 situation.

_____ is *best* described as the act of sharing your thoughts, feelings, and ideas with others without self-deception and without distortion.

Self-disclosure

Groupthink

Self-realization

Stereotyping

Which of the following is *not* an effective way of increasing self-awareness?

keeping your thoughts and feelings to yourself without sharing them with others

working in a country other than your home country

reading books on subjects that are beyond your career field
discussing your failures with your friends

List a few ways in which self-awareness can help a person.

Discuss the primary components of the Big Five model.

Define attitude. How does it affect our professional life?

Describe some of the *most* common filters that can influence our perceptions.

Write a short description of the attribution theory.

Being aware of your core drivers will not help you modify your behavior, as they are unchangeable.

true

false

Our behavior is affected by which factor?

public policy rules and regulations

individual differences

institutional expectations

All of the answer choices are correct.

Fundamental attribution error causes us to underestimate the impact of internal factors and overestimate the influence of external factors when evaluating the behavior of others.

true

false

Self-serving bias causes us to underestimate internal factors for successes and blame external factors for failures.

true

false

It is important to evaluate both internal and controllable factors before jumping to conclusions.

true

false

Answer Key

Test name: Ch1_Interpersonal Skills in Organizations_7e

TRUE

FALSE

FALSE

FALSE

TRUE

FALSE

TRUE

FALSE

FALSE

FALSE

TRUE

TRUE

FALSE

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Essay

Essay

Essay

Essay

Essay

FALSE

D

FALSE

FALSE

FALSE