

Chapter 02

Self-Concept and Self-Esteem in Human Relations

True / False Questions

1. Self-esteem is the way you conceive of or see yourself.

True False

2. To minimize the effects of the vicious cycle of negative self-concept leading to negative behavior, you must analyze who started the cycle.

True False

3. Ideal self is your vision of your future self.

True False

4. Parents who present their children with a picture of how the children must act to win approval are said to hold "conditional positive regard" for their children.

True False

5. Self-image is the self that you assume others see when they look at you.

True False

6. The looking-glass self is affected by your view of reality.

True False

7. Self-image can be programmed by the things you say to yourself or others.

True False

8. The process of discovering your looking-glass self is known as developing your self-awareness.

True False

9. Having a healthy self-concept means not allowing yourself to be a slave to other people's opinions.
- True False
10. Self-esteem can be defined as the extent to which an individual believes him- or herself to be capable, sufficient, and worthy.
- True False
11. Most people who always need to tell about their accomplishments are actually compensating in some way for low self-esteem.
- True False
12. Focusing on a single strength to compensate for overall bad feelings about oneself is a good way to build higher self-esteem.
- True False
13. People with low self-esteem can more readily accept their co-workers and take criticism from others in their work teams.
- True False
14. Children are most likely to develop a healthy self-esteem when parents show "conditional positive regard" toward them.
- True False
15. According to psychologist Carl Rogers, the sense of self is a guiding principle that structures the personality.
- True False
16. During childhood, parents are the most important people among those shaping self-esteem.
- True False
17. According to Alfred Adler, the main motivation for everything people do, including efforts toward a successful career, is to get away from a deep childhood-based feeling that they are not as good as they should be.
- True False
18. Locus of control is the perceived center of control over the events in people's lives.
- True False

19. People with an external locus of control believe that they have control over the events in their lives.

True False

20. When Delilah got a D grade in one of her papers, she said to herself, "I should have studied instead of watching movies all night long with my friends; I'll do better next time." From this comment we can conclude that Delilah has an external locus of control.

True False

21. Putting things off for too long and not working toward goals can bring your self-esteem even lower.

True False

22. The fear of pain encourages people to avoid procrastinating things for too long.

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23. True mentoring involves two people communicating well, one mostly teaching and the other mostly learning.

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24. A role model typically acts as a guide or teacher for a person, actively interacting with the person and leading that person through experiences.

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25. Positive self-talk leads to a low self-esteem.

True False

26. Positive self-talk means telling your subconscious mind that you are a good person and doing fine.

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27. The self-fulfilling prophecy refers to the tendency for a prediction to actually occur once it is believed.

True False

28. While forming affirmations for positive self-talk, you should be general, rather than specific.

True False

29. Self-fulfilling prophecies can come from your "buy-in" or taking as fact the beliefs that others hold about you.

True False

30. The stronger or higher a person's self-esteem is, the weaker the effect other people's negative statements will have on his or her behavior.

True False

Multiple Choice Questions

31. Which of the following statements is true about self-concept?

- A. It is the tendency to turn an irrational belief into an imagined disaster for yourself.
- B. It is the power that is based on your attractiveness to others.
- C. It is the power that depends on the threat of possible punishment.
- D. It is the foundation of all your thoughts about yourself.

32. Seeing yourself as being efficient in a particular field is an example of:

- A. cognitive dissonance.
- B. self-concept.
- C. self-disclosure.
- D. self-effacing.

33. Sarah's manager had given her feedback on her low performance for the quarter. She internalized the manager's observation and started thinking of herself as an unprofessional and inefficient employee. This lowered her ____, and she tended to be even less productive than before. This led to a vicious cycle.

- A. locus of control
- B. self-awareness
- C. social competence
- D. self-concept

34. Which of the following will be the most constructive way of behaving if you are stuck in a vicious cycle of negative self-concept leading to negative actions and vice versa?
- A. Trying to analyze who started the cycle
 - B. Establishing an external locus of control
 - C. Examining ways to stop the cycle
 - D. Providing conditional positive regard
35. How would all the four parts of self-concept occur in a perfect world?
- A. All the four parts would intersect each other.
 - B. All the four parts would be one single circle.
 - C. The real self and looking-glass self would be separate from each other.
 - D. The ideal self and self-image would be distinct from each other.
36. Everyone has some notion of what he or she would like to become. This vision is known as one's:
- A. real self.
 - B. looking-glass self.
 - C. ideal self.
 - D. self-image.
37. John is an introvert and a pessimist. He hopes to become an optimist and a more sociable person someday. This happy and positive person that John wants to be is his:
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- A. Most people create an unrealistic and unattainable picture of their ideal self.
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39. Which of the following statements is true about conditional positive regard?
- A. It leads to the realization that knowing and taking care of the "real you" is quite possible without threatening others.
 - B. It helps the children to achieve their goals and increase their level of happiness.
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40. Which of the following best describes the looking-glass self?
- A. It is the knowledge of how you are being perceived by others.
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42. Your _____ is the way you truly feel about yourself.
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43. Developing your self-awareness is typically a process of:
- A. giving positive self-suggestions.
 - B. establishing an external locus of control.
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 - D. discovering your real self.

44. What is a real self?
- A. The way you actually are when nobody is around
 - B. The vision of your future self
 - C. The self that is based on the conditional positive regard
 - D. The way you truly feel about yourself
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- A. The main motivation for everything you do, is to get away from a deep childhood-based feeling that you are not as good as you should be.
 - B. Your internal locus of control is related to both higher self-esteem and better physical health.
 - C. Your ideal self comes from the messages you receive from your parents and people around you about what you should be like.
 - D. You develop internal or external explanations for control based on experiences.
46. Danica wants to excel as a student. However, she gets a D in her term exam. This shows:
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47. According to Carl Rogers, how can one bring the ideal self and the real self closer to develop a healthy self-concept?
- A. By adjusting the real self to fit the looking-glass self
 - B. By working up to a more realistic and attainable ideal
 - C. By adjusting the ideal self according to the messages received from the environment
 - D. By paying more attention to the messages about one's ideal self
48. People sometimes find it difficult to be around those who really don't "need" anyone to like them because:
- A. they derive their purpose from displeasing others.
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49. What is self-esteem?

- A. It is the regard in which you hold yourself.
- B. It is invariably the same as the self-concept.
- C. It is what you assume others see when they look at you.
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50. Which of the following best describes the act of compensating?

- A. It is the practice of acting ethically while understanding your actions are part of the larger, interactive picture of your workplace, community, and world.
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51. Lena, a former sprint runner, boasts about her speed and how she had surpassed her competitors in her prime days. Though she has not been in the best of shape for the last few years, she continues to talk about her fitness. Lena is trying to:

- A. pay more attention to the messages she is receiving from her environment.
- B. use a self-suggestion technique to improve her self-esteem.
- C. discover her real self.
- D. compensate in some way for her low self-esteem.

52. People who have high self-esteem are more likely to succeed in achieving their personal goals because:

- A. they are motivated by a need to compensate through achievement.
- B. they are driven by a desire to see their dreams and goals achieved.
- C. they focus their energies on a single strength to make up for their overall weaknesses.
- D. they work hard to measure up to others' achievements and goals.

53. In an organizational context, which of the following is true of people with low self-esteem?
- A. They are more likely to work with little enthusiasm or commitment.
 - B. They readily accept criticism from others in the team.
 - C. They are objective while tackling a problem.
 - D. They usually receive unconditional positive regard from their colleagues.
54. Self-efficacy is the:
- A. use of a single strength to make up for a real or perceived weakness.
 - B. individual's vision of his or her future self.
 - C. way an individual conceives or sees himself or herself.
 - D. confidence an individual has in his or her ability to deal with problems.
55. Which of the following is a source of self-esteem?
- A. The messages we receive from our parents and others around us
 - B. The ideal self that we have
 - C. The external locus of control that we develop during our childhood
 - D. The emotional problems that we need to attend to
56. How did Carl Rogers revolutionize the way psychologists thought of therapy?
- A. He developed theories about the inferiority complex and about compensation for feelings of deficiency compared with others.
 - B. He believed clients understood their own problems and experiences, and that the therapist's role was that of a consultant in assisting client treatment.
 - C. He refined social learning theory to say that personality comes from an interaction of the individual with his or her environment.
 - D. He developed the theory of the self-fulfilling prophecy.
57. What is unconditional positive regard?
- A. The acceptance of individuals as worthy when they behave in a certain way.
 - B. The acceptance of individuals as worthy and valuable regardless of their behavior.
 - C. The attempt by parents to improve their children's behavior by comparing them to others.
 - D. The rejection of children by their parents as inherently worthless unless otherwise proven by their behavior.

58. How does conditional positive regard affect children?

- A. Children may develop an unattainable real self.
- B. Children will develop an external locus of control.
- C. Children may become confused on what constitutes good or bad behavior.
- D. Children will never try to measure up to others' standards.

59. _____ coined the term inferiority complex.

- A. Carl Rogers
- B. Julian Rotter
- C. Eric Bern
- D. Alfred Adler

60. Which of the following is the most effective self-esteem affirmation?

- A. "I want to be a great success."
- B. "I am responsible for my own choices."
- C. "I do not like myself and anyone around me."
- D. "I want to be a good person."

Fill in the Blank Questions

61. _____ is the foundation of all your thoughts about yourself, including your self-esteem.

62. Some parents present their children with a picture of how the children must act to win approval. Such parents are said to hold _____.

63. The _____ self is the self that you assume others see when they look at you.

64. _____ is the way you honestly feel about yourself.

65. The process of discovering your _____ is known as developing your self-awareness.
- _____
66. According to Carl Rogers, your _____ comes from the messages you receive from your parents and people around you about what you should be like.
- _____
67. Carl Rogers believed that in order to have a healthy _____, people need to work on making the ideal and real selves much closer.
- _____
68. _____ occurs when individuals are unable to see themselves as capable, sufficient, or worthy.
- _____
69. Psychological research finds that people with _____ self-esteem often feel self-conscious and vulnerable to rejection.
- _____
70. _____ is associated with low job satisfaction and has even been linked to a higher likelihood of unemployment.
- _____
71. When people with a(n) _____ self-esteem tackle problems, they tend to be more objective and constructive.
- _____
72. _____ is the confidence an individual has in his or her ability to deal with problems when they occur.
- _____
73. Self-esteem starts to develop in _____ from messages we receive from parents and others around us.
- _____
74. The acceptance of individuals as worthy and valuable regardless of their behavior is referred to as _____.
- _____

75. When parents show children _____ then children may not develop a healthy self-esteem.
- _____
76. When your parents and other important people treat you with _____, then you are likely to develop a healthy self-esteem.
- _____
77. Alfred Adler believed that the main motivation for everything people do, including efforts toward a successful career, is to get away from a(n) _____ that they are not as good as they should be.
- _____
78. People with a(n) _____ locus of control feel that they are in control of events in their own lives and have more of a take-charge attitude.
- _____
79. People with a(n) _____ locus of control feel that the world is happening to them, and that they have no control over the events in their lives.
- _____
80. A(n) _____ is someone who will walk you through experiences that are new to you, but that he or she has already been through.
- _____

Short Answer Questions

81. How does one's self-concept lead to a vicious cycle?

82. List two common mistakes people make about their ideal self?

83. How do the things that you say affect your self-image?

84. What happens when the ideal self and the real self are not close to each other?

85. In the context of Mary Pipher's studies, explain how media messages affect young girls growing up in America.

86. Why is liking and accepting yourself the most important skill you can learn in life?

87. Why do some people brag about themselves?

88. How does a person with high self-esteem perform at his or her workplace?

89. Describe the two types of self-esteem.

90. In the context of Carl Roger's studies, explain the source of self-esteem?

91. How does conditional positive regard affect children?

92. What did Alfred Adler discover about conditional positive regard?

93. If a student who failed in an exam has an external locus of control, how would he or she respond to the failure?

94. How does reading biographies of people you admire help you achieve higher self-esteem?

95. How will procrastination affect an individual?

96. Describe a mentor.

97. What is the difference between a role model and a mentor?

98. List the benefits of positive self-talk.

99. Why are self-esteem affirmations effective?

100.What is a pathological critic?

Chapter 02 Self-Concept and Self-Esteem in Human Relations **Answer Key**

True / False Questions

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FALSE

2. To minimize the effects of the vicious cycle of negative self-concept leading to negative behavior, you must analyze who started the cycle.

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58. How does conditional positive regard affect children?
(p. 34)

- A. Children may develop an unattainable real self.
- B. Children will develop an external locus of control.
- C.** Children may become confused on what constitutes good or bad behavior.
- D. Children will never try to measure up to others' standards.

59. _____ coined the term inferiority complex.
(p. 35)

- A. Carl Rogers
- B. Julian Rotter
- C. Eric Bern
- D.** Alfred Adler

60. Which of the following is the most effective self-esteem affirmation?
(p. 31-35)

- A. "I want to be a great success."
- B.** "I am responsible for my own choices."
- C. "I do not like myself and anyone around me."
- D. "I want to be a good person."

Fill in the Blank Questions

61. _____ is the foundation of all your thoughts about yourself, including your self-esteem.
(p. 28)

Self-concept

62. Some parents present their children with a picture of how the children must act to win approval.
(p. 29) Such parents are said to hold _____.

conditional positive regard

63. The _____ self is the self that you assume others see when they look at you.
(p. 29)

looking-glass

64. _____ is the way you honestly feel about yourself.
(p. 30)

Self-image

65. The process of discovering your _____ is known as developing your self-awareness.
(p. 30)

real self

66. According to Carl Rogers, your _____ comes from the messages you receive from your parents and people around you about what you should be like.
(p. 30)

ideal self

67. Carl Rogers believed that in order to have a healthy _____, people need to work on making the ideal and real selves much closer.
(p. 30)

self-concept

68. _____ occurs when individuals are unable to see themselves as capable, sufficient, or worthy.
(p. 32)

Lower self-esteem

69. Psychological research finds that people with _____ self-esteem often feel self-conscious and vulnerable to rejection.
(p. 33)

lower

70. _____ is associated with low job satisfaction and has even been linked to a higher likelihood of unemployment.
(p. 33)

Low self-esteem

71. When people with a(n) _____ self-esteem tackle problems, they tend to be more objective and constructive.
(p. 33)

healthy

72. _____ is the confidence an individual has in his or her ability to deal with problems when they occur.
(p. 33)

Self-efficacy

73. Self-esteem starts to develop in _____ from messages we receive from parents and others around us.
(p. 34)

early childhood

74. The acceptance of individuals as worthy and valuable regardless of their behavior is referred to as _____.
(p. 34)

unconditional positive regard

75. When parents show children _____ then children may not develop a healthy self-esteem.
(p. 34)

conditional positive regard

76. When your parents and other important people treat you with _____, then you are likely to develop a healthy self-esteem.
(p. 34)

unconditional positive regard

77. Alfred Adler believed that the main motivation for everything people do, including efforts toward a successful career, is to get away from a(n) _____ that they are not as good as they should be.
(p. 35)

deep childhood-based feeling

78. People with a(n) _____ locus of control feel that they are in control of events in their own lives and have more of a take-charge attitude.
(p. 36)

internal

79. People with a(n) _____ locus of control feel that the world is happening to them, and that they have no control over the events in their lives.
(p. 36)

external

80. A(n) _____ is someone who will walk you through experiences that are new to you, but that he or she has already been through.
(p. 38)

mentor

Short Answer Questions

81. How does one's self-concept lead to a vicious cycle?
(p. 28)

Our everyday actions tend to affect our self-concept; in turn our self-concept affects our behavior. This interrelation leads to a vicious cycle when a negative self-concept leads to negative behavior and vice versa; both stimulating and reinforcing each other.

82. List two common mistakes people make about their ideal self?
(p. 29)

One common mistake that people make about their ideal self is to think that they have already reached their ideal, when actually they still have a long way to go. Another mistake is to create an ideal self that is unrealistic and unattainable.

83. How do the things that you say affect your self-image?
(p. 30)

Things we say to ourselves or to others program our self-image. For example, if we say that we are losers, bumbling idiots or whatever other negative descriptions we may use; our self-image will automatically memorize that message for future use. Fortunately, the opposite is also true: if we use positive words and phrases to describe ourselves, those messages will also become a part of our memory, helping us to achieve our goals and increase our level of happiness.

84. What happens when the ideal self and the real self are not close to each other?
(p. 30)

When the real self and ideal self are not very close, people feel bad about themselves. They can become depressed and unhappy and can have a lowered opinion of themselves.

85. In the context of Mary Pipher's studies, explain how media messages affect young girls growing up in America.
(p. 31)

According to psychologist and author Mary Pipher, girls grow up in American culture surrounded by media messages that they are valued for their physical appearance, while their intelligence and other qualities are devalued. Girls then blame themselves for not being pretty enough, and their self-concept can be damaged in the process.

86. Why is liking and accepting yourself the most important skill you can learn in life?
(p. 32)

Liking and accepting ourselves is one of the most important skills we can learn in life because all of the relationships we have with other people are affected by the way we see ourselves, accept or reject ourselves, and assume others feel about us.

87. Why do some people brag about themselves?
(p. 32)

Most people who always need to talk about their accomplishments are actually compensating in some way for low self-esteem. Another form of compensating is when people focus on a single strength (such as good looks, mental ability, or athletic skills) to make up for their overall bad feelings about themselves.

88. How does a person with high self-esteem perform at his or her workplace?
(p. 33)

A person with healthy self-esteem will be open and ready for new experiences. On the job, this readiness translates into usefulness and adaptability. When they tackle problems, they tend to be more objective and constructive. They can more readily accept their co-workers and take criticism from others in their work team.

89. Describe the two types of self-esteem.
(p. 33)

Currently, researchers describe two different types of self-esteem: (1) feelings, either positive or negative, about self-worth, and (2) confidence in the ability to deal with problems when they happen, often called self-efficacy. The first type has to do with how we feel about ourselves when we are alone. The second type has to do with actions, problem solving, and the ability to succeed at particular tasks.

90. In the context of Carl Roger's studies, explain the source of self-esteem?
(p. 34)

According to the well-known psychologist Carl Rogers, the sense of self is a guiding principle that structures the personality. Though inborn, the sense of self is shaped by many outside forces. In young children, self-esteem is just a reflection of the esteem that parents and others have for the child; it develops as children react to the ways that important people treat them.

91. How does conditional positive regard affect children?
(p. 34)

When parents show children conditional positive regard, the children may not develop a healthy self-esteem. Children may have a hard time understanding the mixed messages from the parents and thus become confused on what constitutes proper behavior. Children also tend to develop lower self-esteem and consider themselves incapable of the right behavior.

92. What did Alfred Adler discover about conditional positive regard?
(p. 35)

Adler believed that the main motivation for everything people do, including efforts toward a successful career, is to get away from a deep childhood-based feeling that they are not as good as they should be—that they are not perfect. "In comparison with unattainable ideal perfection," he wrote, "the individual is continuously filled by an inferiority feeling and motivated by it."

93. If a student who failed in an exam has an external locus of control, how would he or she respond to the failure?
(p. 36)

The student will tend to blame external factors for the failure. He or she may justify the failure by saying, "Those questions were all too tricky. I can't help it if all the questions came from the chapters that I didn't understand. The instructor is probably just out to get me, anyway. I don't think she likes me."

94. How does reading biographies of people you admire help you achieve higher self-esteem?
(p. 37)

We can pick up many self-esteem hints by reading biographies. Rather than getting carried away by admiration for the success stories of others, we should start thinking of healthy self-esteem as something that we already have. We often lose touch with our healthy self-esteem. Seeing ourselves when reading or watching biographies will help us discover a lost treasure—our self-worth.

95. How will procrastination affect an individual?
(p. 38)

Procrastination can hurt self-esteem a great deal. When we are not working toward goals, this can easily bring our self-esteem even lower.

96. Describe a mentor.
(p. 38)

A mentor is someone who walks us through experiences that are new to us, but that he or she has already been through. True mentoring involves two people communicating well, one mostly teaching and the other mostly learning.

97. What is the difference between a role model and a mentor?
(p. 38)

A role model is someone we can look up to for guidance by example, but who isn't necessarily actively interacting with us. A mentor is someone who walks us through experiences that are new to us, but that he or she has already been through. A role model can help us, although we will be doing most or all of the work, while mentoring involves two people communicating well, one mostly teaching and the other mostly learning.

98. List the benefits of positive self-talk.
(p. 38)

It is a popular method of building self-esteem by thinking and speaking positively about oneself. Positive self-talk helps because words are powerful healers. The way we talk to others and to ourselves about ourselves can be a strong force for change in our lives. Positive self-talk means telling our subconscious mind that we are good and doing fine.

99. Why are self-esteem affirmations effective?
(p. 38)

Self-esteem affirmations work because of what psychologists call the self-fulfilling prophecy, also referred to as the power of self-suggestion. This means that when we believe something strongly enough, it becomes a reality: by our beliefs and the actions that follow, we fulfill the prophecy or expectation we hold about our future behavior.

100. What is a pathological critic?
(p. 40)

Psychologist Eugene Sagan believes that most people have a negative inner voice that attacks and negatively judges their worth. He calls this voice the pathological critic. This critic came from the "shoulds" that parents and other adults give children while they are young.