

Interpersonal Communication, Fifth Canadian Ed. (Beebe/Beebe/Redmond/Geerinck)
Chapter 2 Interpersonal Communication and Self

1) Philosophers suggest that there are three basic questions to which we all seek answers:

- A) Who am I? How did I get here? Is there a God?
- B) Who am I? Who are all these others? What effect do I have on others?
- C) Is there a God? Who am I? Why am I here?
- D) Who am I? Why am I here? Who are all those others?

Answer: D

Type: MC Page Ref: 33

Classification: Recall

Difficulty: Level 1

2) A learned predisposition to respond to a person, object, or idea in a favourable or unfavourable way is a(n)

- A) attitude.
- B) belief.
- C) value.
- D) motive.

Answer: A

Type: MC Page Ref: 34

Classification: Recall

Difficulty: Level 1

3) *Self concept* is defined as

- A) the sum total of who a person is.
- B) a person's subjective description of who the person thinks he or she is.
- C) a person's central inner force.
- D) the labels another person would use to define us.

Answer: B

Type: MC Page Ref: 34

Classification: Recall

Difficulty: Level 1

4) The "central inner force common to all human beings and yet unique in each," is the definition of

- A) the self.
- B) interpersonal collaboration.
- C) self esteem.
- D) self concept.

Answer: A

Type: MC Page Ref: 34

Classification: Recall

Difficulty: Level 1

- 5) Attitudes, beliefs, and values are
- A) learned constructs that shape your behaviour and self-image.
 - B) learned predispositions to respond favourably or unfavourably.
 - C) ways we structure reality.
 - D) enduring concepts of right and wrong.

Answer: B

Type: MC Page Ref: 34

Classification: Recall

Difficulty: Level 1

- 6) You like spinach, movies, and old cars. These are your _____ towards these items.

- A) attitudes
- B) values
- C) beliefs
- D) life attitudes

Answer: A

Type: MC Page Ref: 34

Classification: Applied

Difficulty: Level 1

- 7) Your attitudes are

- A) ways you structure your understanding of reality to be true or false.
- B) favourable or unfavourable predispositions to things.
- C) concepts of what is good and bad, right and wrong.
- D) your subjective description of who you are.

Answer: B

Type: MC Page Ref: 34

Classification: Recall

Difficulty: Level 1

- 8) The way in which you structure your understanding of reality--what is true and what is false--is called a/an

- A) value.
- B) attitude.
- C) belief.
- D) personal choice.

Answer: C

Type: MC Page Ref: 35

Classification: Recall

Difficulty: Level 1

9) Your _____ help/s you to decide whether it is right or wrong to commit academic dishonesty.

- A) values
- B) beliefs
- C) self concept
- D) attitude

Answer: A

Type: MC Page Ref: 35

Classification: Applied

Difficulty: Level 1

10) Your enduring concepts of right and wrong, good and bad are your

- A) beliefs
- B) attitudes
- C) self concept
- D) values

Answer: D

Type: MC Page Ref: 35

Classification: Recall

Difficulty: Level 1

11) Which are the most resistant to change?

- A) beliefs
- B) attitudes
- C) values
- D) concepts

Answer: C

Type: MC Page Ref: 35

Classification: Recall

Difficulty: Level 1

12) In what order, starting with most central to your behaviour and concept of self, and moving to least central, are attitudes, values, and beliefs?

- A) attitudes, values, beliefs
- B) beliefs, values, attitudes
- C) values, attitudes, beliefs
- D) values, beliefs, attitudes

Answer: D

Type: MC Page Ref: 35

Classification: Recall

Difficulty: Level 2

13) Which of the following is NOT one of the three ways of being self aware?

- A) reactive self-awareness
- B) objective self-awareness
- C) subjective self-awareness
- D) symbolic self-awareness

Answer: A

Type: MC Page Ref: 36

Classification: Recall

Difficulty: Level 1

14) Our ability to think about ourselves and use language to represent ourselves to others is our

- A) subjective self-awareness
- B) symbolic self-awareness
- C) objective self-awareness
- D) reactive self-awareness

Answer: B

Type: MC Page Ref: 36

Classification: Recall

Difficulty: Level 1

15) Our material self is defined as

- A) that which we learn about ourselves based on our interactions with others.
- B) our views of ourselves based on our values and moral standards.
- C) our concept of self based on social interactions.
- D) our concept of self reflected through tangible items that we own.

Answer: D

Type: MC Page Ref: 37

Classification: Recall

Difficulty: Level 1

16) Our hairstyles, clothing choices, and general way we look are all a part of our

- A) material self
- B) looking glass self
- C) social self
- D) spiritual self

Answer: A

Type: MC Page Ref: 37

Classification: Recall

Difficulty: Level 1

17) When we try to lose weight, we are

- A) focusing on our social self.
- B) responding to the discrepancy between our desired material self and our self-concept.
- C) enhancing our looking glass self.
- D) focusing on our spiritual self.

Answer: B

Type: MC Page Ref: 37

Classification: Recall

Difficulty: Level 1

18) Our social self is defined as

- A) the ability to think about what we are doing while we are doing it.
- B) our reflection of ourselves based on tangible items we own.
- C) the part of us that interacts with others.
- D) our moral and values.

Answer: C

Type: MC Page Ref: 37

Classification: Recall

Difficulty: Level 1

19) You let down your hair with a good friend, but you would never dream of doing so with your boss or communication professor. This exemplifies

- A) your looking glass self.
- B) your spiritual self.
- C) your material self.
- D) your social self.

Answer: D

Type: MC Page Ref: 37

Classification: Recall

Difficulty: Level 1

20) The part of you that consists of your internal thoughts and introspections about your values and moral standards is your

- A) androgynous self.
- B) material self.
- C) spiritual self.
- D) social self.

Answer: C

Type: MC Page Ref: 37

Classification: Recall

Difficulty: Level 1

- 21) Your spiritual self is defined as
- A) tangible items you own.
 - B) the essence of who you think you are.
 - C) the way you act with others.
 - D) the most important part of your self-concept.

Answer: B

Type: MC Page Ref: 37

Classification: Recall

Difficulty: Level 1

- 22) Our interactions with others, associations with groups, roles we assume, and our own labels are all contributions to
- A) our communication skills.
 - B) how our self-concept develops.
 - C) our social self.
 - D) our spiritual self.

Answer: B

Type: MC Page Ref: 37

Classification: Recall

Difficulty: Level 1

- 23) The concept of "looking glass self" is defined as
- A) our view of ourselves reflected through our moral standards.
 - B) our view of ourselves reflected through our material possessions.
 - C) our view of ourselves based on our interactions with others.
 - D) our view of ourselves based on our gender roles.

Answer: C

Type: MC Page Ref: 38

Classification: Recall

Difficulty: Level 1

- 24) Which statement is NOT true about the looking glass self?
- A) Our behaviour and our sense of who we are are not a consequence of our relationships.
 - B) Our self changes primarily because of how people respond to us.
 - C) Our parents are the key individuals who shape who we are.
 - D) Our friends become highly influential.

Answer: A

Type: MC Page Ref: 37-38

Classification: Recall

Difficulty: Level 1

25) Carlos has a low regard for his own intelligence and abilities but also thinks most other people are not very smart or capable. Which life position does Carlos most closely represent?

- A) I'm OK, you're OK
- B) I'm OK, you're not OK
- C) I'm not OK, you're OK
- D) I'm not OK, you're not OK

Answer: D

Type: MC Page Ref: 49-50

Classification: Applied

Difficulty: Level 2

26) Another name for the "looking glass" concept is

- A) labelling.
- B) reflected appraisal.
- C) communibiological approach.
- D) self-reflexiveness.

Answer: B

Type: MC Page Ref: 38

Classification: Recall

Difficulty: Level 1

27) We are more likely to incorporate the comments of others into our self-concept if

- A) the statement is made casually.
- B) the comment is very different from others we have heard.
- C) we do not trust the person making the statement.
- D) we are told the same thing on many different occasions.

Answer: D

Type: MC Page Ref: 38-39

Classification: Recall

Difficulty: Level 1

28) Under what conditions are we unlikely to incorporate the comments of others into our self-concepts?

- A) when an individual repeats something we have already heard several times.
- B) when the other individual has earned our confidence
- C) when comments are consistent with our own experiences and other comments.
- D) when someone we have never met casually tells us we are good at something.

Answer: D

Type: MC Page Ref: 38-39

Classification: Recall

Difficulty: Level 1

29) Your new friend pronounces your spaghetti sauce to be "out of this world." Of the following, which is the best reason why you are likely to believe your friend?

- A) S/He is repeating a sentiment you have heard many times.
- B) S/He is an individual who doesn't usually eat spaghetti sauce.
- C) Most other people who taste your spaghetti sauce say it needs more salt
- D) Your friend is on a diet.

Answer: A

Type: MC Page Ref: 38-39

Classification: Applied

Difficulty: Level 2

30) You are on a swim team and your swim coach encourages you to begin training for the Olympics. Which response best explains why this opinion means a great deal to you?

- A) No one else has ever felt you were a particularly skilled swimmer.
- B) You believe your coach is competent to judge you in this area.
- C) You parents and all of your relatives have told you what a strong swimmer you are too.
- D) You know you must be good at something.

Answer: B

Type: MC Page Ref: 38-39

Classification: Applied

Difficulty: Level 2

31) You view yourself as an effective public speaker because you have always received good grades on speeches in school, you have consistently won top honours at speech contests, and you enjoy speaking. On your most recent speech you found yourself feeling extremely nervous, the audience didn't seem to be paying attention to you, and the jokes you told fell flat. Which is the best reason to explain why you are unlikely to incorporate this experience into your self-concept?

- A) This experience was inconsistent with your past experiences when speaking.
- B) You have no knowledge of the audience's expertise in the area of judging speeches.
- C) Generally individuals have told you that you are an effective speaker.
- D) You have a bloated sense of your own abilities.

Answer: A

Type: MC Page Ref: 38-39

Classification: Applied

Difficulty: Level 2

32) Which of the following reflects the approach that the self is learned through our interactions with others?

- A) Aunt Ruth always said I was a comedian.
- B) I am a homemaker, a wife, and a mother.
- C) I'm a member of the Bloc Quebecois!
- D) I own a BMW!

Answer: A

Type: MC Page Ref: 39

Classification: Applied

Difficulty: Level 2

33) Which of the following reflects the approach that the self is learned through our associations with groups?

- A) Aunt Ruth always said I was a comedian.
- B) I am a homemaker, a wife, and a mother.
- C) I'm a Conservative!
- D) Hey! I'm an outgoing, fun sort of guy.

Answer: C

Type: MC Page Ref: 39

Classification: Applied

Difficulty: Level 2

34) Which of the following reflects the approach that the self is learned through the roles we assume?

- A) Aunt Ruth always said I was a comedian.
- B) I am a homemaker, a wife, and a mother.
- C) I'm a Liberal!
- D) Hey! I'm an outgoing, fun sort of guy.

Answer: B

Type: MC Page Ref: 39-41

Classification: Applied

Difficulty: Level 2

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

- A) Aunt Ruth always said I was a comedian.
- B) I am a homemaker, a wife, and a mother.
- C) I'm a member of the New Democratic Party!
- D) Hey! I'm an outgoing, fun sort of guy.

Answer: D

Type: MC Page Ref: 41-43

Classification: Comprehension

Difficulty: Level 2

36) The human ability to think about what we are doing while we are doing it is referred to as

- A) generalized-other perspective.
- B) self-reflexiveness.
- C) self-labelling.
- D) specific-other perspective.

Answer: B

Type: MC Page Ref: 42

Classification: Recall

Difficulty: Level 1

37) When you hear yourself being sharp with another person and you consider the impact of your response to this person, you are practicing

- A) specific-other perspective.
- B) self-labelling.
- C) self-reflexiveness.
- D) generalized-other perspective.

Answer: C

Type: MC Page Ref: 42

Classification: Applied

Difficulty: Level 2

38) A woman never thought of herself as heroic until she went through seventy-two hours of labour before giving birth and then nursed her baby right after delivery. This illustrates that

- A) others must tell us what we are like.
- B) others must treat us in a manner that we like.
- C) once a shy person, always a shy person.
- D) through self observation we can discover qualities that allow us to assume different self-labels.

Answer: D

Type: MC Page Ref: 43

Classification: Applied

Difficulty: Level 2

39) A set of enduring internal predispositions and behavioural characteristics that describe how people react to their environment is called

- A) psychology.
- B) personality.
- C) social self.
- D) looking-glass self.

Answer: B

Type: MC Page Ref: 43

Classification: Recall

Difficulty: Level 1

40) Which statement about shyness is NOT true?

- A) Shyness is the behavioural tendency to talk with others.
- B) Shyness is a discomfort or inhibition in interpersonal situations.
- C) Shyness affects about 40 percent of North Americans.
- D) Some people just do not like talking in front of other people.

Answer: A

Type: MC Page Ref: 43

Classification: Recall

Difficulty: Level 1

41) Which statement is NOT an accurate description of the concept of personality? Your personality

- A) influences how you behave.
- B) is influenced by genetics—traits you inherit from your ancestors.
- C) is developed entirely by the time you are five.
- D) is a term that describes the way you react in situations.

Answer: C

Type: MC Page Ref: 43

Classification: Recall

Difficulty: Level 1

42) All of the statements are accurate descriptions of "communication apprehension" EXCEPT:

- A) it may occur in public speaking situations.
- B) it may be the fear or anxiety associated with either real or anticipated communication with another person.
- C) it is influenced by whether you were encouraged to talk with others when you were a child.
- D) is not influenced by heredity.

Answer: D

Type: MC Page Ref: 43

Classification: Recall

Difficulty: Level 1

43) Self-esteem is often defined as

- A) your self-worth.
- B) a description of yourself.
- C) your material possessions.
- D) your spirituality.

Answer: A

Type: MC Page Ref: 44

Classification: Recall

Difficulty: Level 1

44) The concept of _____ helps people measure how well they are doing based on how well others are doing.

- A) self esteem
- B) self worth
- C) social comparison
- D) life position

Answer: C

Type: MC Page Ref: 44

Classification: Recall

Difficulty: Level 1

45) The term self-worth is used interchangeably with

- A) self-concept.
- B) self-esteem.
- C) life position.
- D) your material possessions.

Answer: B

Type: MC Page Ref: 44

Classification: Recall

Difficulty: Level 1

46) The individual who has positive regard for him/herself and for others is identified as inhabiting which of Eric Berne's life positions?

- A) I'm not OK, you're not OK.
- B) I'm OK, you're not OK.
- C) I'm not OK, you're OK.
- D) I'm OK, you're OK.

Answer: D

Type: MC Page Ref: 45-46

Classification: Recall

Difficulty: Level 1

47) The individual who has low self regard but positive regard for others is described by which of Eric Berne's life positions?

- A) I'm not OK, you're OK.
- B) I'm OK, you're OK.
- C) I'm not OK, you're not OK.
- D) I'm OK, you're not OK.

Answer: A

Type: MC Page Ref: 45-46

Classification: Recall

Difficulty: Level 1

48) The individual who has high self regard, but low regard for others is described by which of Eric Berne's life positions?

- A) I'm OK, you're OK.
- B) I'm OK, you're not OK.
- C) I'm not OK, you're OK.
- D) I'm not OK, you're not OK.

Answer: B

Type: MC Page Ref: 45-46

Classification: Recall

Difficulty: Level 1

49) The individual who has low self regard and low regard for others fits which of Eric Berne's life positions?

- A) I'm not OK, you're OK.
- B) I'm not OK, you're not OK.
- C) I'm OK, you're OK.
- D) I'm OK, you're not OK.

Answer: B

Type: MC Page Ref: 49-50

Classification: Recall

Difficulty: Level 1

50) Which of the following best describes the concept of face?

- A) a person's negative perception of him/herself
- B) using communication to maintain your own positive self-perception
- C) using communication to improve your own positive self-perception
- D) a person's positive perception of him/herself in interactions with others.

Answer: D

Type: MC Page Ref: 46

Classification: Recall

Difficulty: Level 1

51) When you tell your friends how well you did on your test in order to bolster your own self-perception as well as your friends' perception of you, you are involved in

- A) face.
- B) face work.
- C) positive self talk
- D) intrapersonal communication.

Answer: B

Type: MC Page Ref: 46

Classification: Recall

Difficulty: Level 1

52) Which of the following is not a contributor to low self-worth?

- A) choosing the wrong partners
- B) being told that you are an excellent singer
- C) becoming dependent on drugs, alcohol, and other substances
- D) experiencing problems with eating

Answer: B

Type: MC Page Ref: 46

Classification: Recall

Difficulty: Level 1

- 53) The self-talk method of improving self-esteem is exemplified by
- A) telling yourself you can give a performance in the school play that will bring applause.
 - B) seeing yourself giving a performance in the school play and hearing the audience applause.
 - C) overlooking the fact that you forgot your lines once in the school play and concentrating on all that you did remember.
 - D) asking your drama coach for extra help.

Answer: A

Type: MC Page Ref: 47

Classification: Applied

Difficulty: Level 2

- 54) You see yourself entering an office and shaking hands with the person with whom you will have an important job interview. You are using which technique for improving your self-esteem?
- A) visualization
 - B) reframing
 - C) self-talk
 - D) seeking support

Answer: A

Type: MC Page Ref: 47

Classification: Applied

Difficulty: Level 2

- 55) By focussing on your own talents and uniqueness, you are following which of the strategies for improving your self-esteem?
- A) reframing
 - B) developing honest relationships
 - C) avoiding comparisons
 - D) visualizing

Answer: C

Type: MC Page Ref: 47

Classification: Applied

Difficulty: Level 2

- 56) When we redefine events and experiences from different points of view, we are using which of the strategies for improving self-esteem?
- A) avoiding comparisons
 - B) reframing
 - C) developing honest relationships
 - D) seeking support

Answer: B

Type: MC Page Ref: 48

Classification: Applied

Difficulty: Level 2

57) You ask a friend whose opinion you trust whether you talked too much and laughed too loudly when you had dinner with his parents. You are using which strategy for improving self-esteem

- A) developing honest relationships.
- B) seeking support.
- C) reframing.
- D) avoiding comparison.

Answer: A

Type: MC Page Ref: 48

Classification: Applied

Difficulty: Level 2

58) You failed a test last week. You have since reviewed the material and sought extra help; however, you cannot stop feeling annoyed with yourself for having forgotten the exact date. You are not following which of the suggestions for improving your self-esteem?

- A) reframing
- B) letting go of the past
- C) visualizing
- D) developing honest relationships

Answer: B

Type: MC Page Ref: 48

Classification: Applied

Difficulty: Level 2

59) Having someone who can help you objectively and honestly to reflect on your virtues is a benefit of

- A) reframing.
- B) self-talk.
- C) avoiding comparisons.
- D) developing honest relationships.

Answer: D

Type: MC Page Ref: 48

Classification: Applied

Difficulty: Level 2

60) If you have self-image problems that are so ingrained that you are unable to deal with them through other methods, the text suggests

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

Answer: C

Type: MC Page Ref: 48

Classification: Applied

Difficulty: Level 2

61) Which is an accurate statement regarding your self-concept and self-esteem?

A) They affect your ability to be sensitive to others, and affect your overall expectations through the self-fulfilling prophecy, but do not affect your interpretation of messages or your communication style.

B) They do not affect your ability to be sensitive to others but affect your overall expectations through the self-fulfilling prophecy as well as your interpretation of messages and your communication style.

C) They affect your ability to be sensitive to others as well as affecting your interpretation of messages and your communication style, but do not affect the self-fulfilling prophecy.

D) They affect your ability to be sensitive to others, your overall expectations through the self-fulfilling prophecy, your interpretation of messages, and your communication style.

Answer: D

Type: MC Page Ref: 49

Classification: Recall

Difficulty: Level 1

62) Before you can become decentred and other-oriented, first you have to feel

A) decentred.

B) androgynous.

C) centred.

D) objective.

Answer: C

Type: MC Page Ref: 49

Classification: Recall

Difficulty: Level 1

63) Social decentring is the the process of

A) focussing on your own abilities and talents instead of those of others.

B) cultivating friends in whom you can confide.

C) the process of taking into account another person's thoughts, feelings, values, background, and perspective.

D) acknowledging your own thoughts, etc., to understand how others see you.

Answer: C

Type: MC Page Ref: 49

Classification: Recall

Difficulty: Level 1

64) Becoming centred means

A) to consider another person's thoughts and feelings.

B) to know yourself and to understand how others see you.

C) to predict future actions by believing they will come true.

D) to think about what we are doing while we are doing it.

Answer: B

Type: MC Page Ref: 49

Classification: Recall

Difficulty: Level 1

65) Bill knows that Stephanie has a final exam tomorrow. He makes a point not to call her the night before because he knows that if he were studying he would not want to be interrupted. What perspective best represents Bill's actions?

- A) a generalized-other perspective
- B) a specific-other perspective
- C) social decentering
- D) a significant-other perspective

Answer: C

Type: MC Page Ref: 49-50

Classification: Applied

Difficulty: Level 2

66) To become other-oriented, we must

- A) ask others how they view you.
- B) compare ourselves to others.
- C) recognize that our self is different from others.
- D) try to be the same as others.

Answer: C

Type: MC Page Ref: 50

Classification: Recall

Difficulty: Level 1

67) The "I" is

- A) an image of ourselves based upon the collective responses we receive from others.
- B) the ability to think of what we are doing as we are doing it.
- C) the ability to make a prediction of another's behaviour.
- D) our own perspective of ourselves.

Answer: D

Type: MC Page Ref: 50

Classification: Recall

Difficulty: Level 1

68) The "me" is

- A) the image of ourselves based on the collective responses we receive from others.
- B) the ability to think of what we are doing as we are doing it.
- C) the ability to achieve our goals depending on our ability to predict others' behaviours.
- D) our own perspective of ourselves.

Answer: A

Type: MC Page Ref: 50

Classification: Recall

Difficulty: Level 1

69) An important first step in developing an "other" orientation is to
A) find out as much as you can about others.
B) become androgynous.
C) consider how much you know about yourself.
D) become aware of the difference between your own self-concept and the perception others have of you.

Answer: D

Type: MC Page Ref: 50

Classification: Recall

Difficulty: Level 1

70) When you derive information firsthand about a specific person and you use that information to make predictions about the person's future behaviour, you are using which perspective?

- A) the generalized-other perspective
- B) the selective-exposure perspective
- C) the specific-other perspective
- D) the decentred perspective

Answer: C

Type: MC Page Ref: 50

Classification: Recall

Difficulty: Level 1

71) If you know that your roommate does not enjoy large crowds, you conclude that s/he does not want to go to a huge rock concert with you, you are using which perspective?

- A) the selective-exposure perspective
- B) the generalized-other perspective
- C) the decentred perspective
- D) the specific-other perspective

Answer: D

Type: MC Page Ref: 50

Classification: Recall

Difficulty: Level 1

72) When we use the specific-other perspective, we are

- A) relying on information that you have gained by observing a particular person.
- B) placing ourselves in situations that would be consistent with our own self-concepts.
- C) applying knowledge and personal theories about people in general.
- D) consistently relating to others based on our own personalities.

Answer: A

Type: MC Page Ref: 50

Classification: Recall

Difficulty: Level 1

73) When you conclude that your speech instructor would not appreciate your talking in class without first raising your hand because all of your other instructors prefer that you raise your hand first, you are using which perspective?

- A) specific-other
- B) reflective
- C) generalized-other
- D) life positions

Answer: C

Type: MC Page Ref: 50

Classification: Recall

Difficulty: Level 1

74) When you apply knowledge and personal theories about people in general to a specific person with whom you are interacting, you are using which perspective?

- A) specific-other
- B) self-fulfilling prophecy
- C) generalized-other
- D) selective exposure

Answer: C

Type: MC Page Ref: 50

Classification: Recall

Difficulty: Level 1

75) 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

Type: MC Page Ref: 50-51

Classification: Recall

Difficulty: Level 1

76) The self-fulfilling prophecy is defined as

- A) what we believe about ourselves often comes true because we expect it to come true.
- B) placing ourselves in situations that are consistent with our own self-concept and esteem.
- C) relying upon information that a person observes to be used in making predictions about behaviour.
- D) relying upon information about many people to make a prediction about behaviour.

Answer: A

Type: MC Page Ref: 50

Classification: Recall

Difficulty: Level 1

77) When you expect to do well on a test and, in fact, you do very well, you may be experiencing the

- A) specific-other perspective.
- B) self-fulfilling prophecy.
- C) generalized-other perspective.
- D) looking glass self.

Answer: B

Type: MC Page Ref: 51

Classification: Applied

Difficulty: Level 2

78) Which statement about health and self-fulfilling prophecy is not true?

- A) Attitudes and expectations have no power over healing.
- B) A healthy outlook helps heal the heart.
- C) Pessimism can be a killer.
- D) Patients with positive, cooperative spirits recover more quickly.

Answer: A

Type: MC Page Ref: 51

Classification: Recall

Difficulty: Level 1

79) According to research, individuals with low self-esteem are more likely to have all of the following traits EXCEPT:

- A) to be more critical of others.
- B) to expect to be rejected by others.
- C) to be overly responsive to praise and compliments.
- D) to evaluate overall behaviour more positively than that of others.

Answer: D

Type: MC Page Ref: 51

Classification: Recall

Difficulty: Level 1

80) Individuals who are both sensitive to criticism and who tend to be more critical of others are likely to have

- A) high self-esteem.
- B) high self-concept.
- C) low self-esteem.
- D) low self-concept.

Answer: C

Type: MC Page Ref: 51

Classification: Recall

Difficulty: Level 1

81) Which statement does NOT fit with research on traits of individuals with a sense of self-worth that is high?

- A) They think more highly of others.
- B) They regularly feel that others are superior to them.
- C) They are more comfortable having others observe them when they perform.
- D) They are more likely to admit they have both strengths and weaknesses.

Answer: B

Type: MC Page Ref: 52

Classification: Recall

Difficulty: Level 1

82) According to Will Schutz, our concept of who we are, coupled with our need to interact with others, profoundly influences how we communicate with others. Schutz identifies three primary social needs that affect the degree of communication we have with others:

- A) need for inclusion, need for control, and need for safety.
- B) need for control, need for privacy, and need for comfort.
- C) need for inclusion, need for control, and need for affection.
- D) need for affection, need for solitude, and need for exclusion.

Answer: C

Type: MC Page Ref: 52

Classification: Recall

Difficulty: Level 1

83) We all need to be included in the activities of others and to include others in social activities. Will Schutz calls this

- A) the need for control.
- B) the need for inclusion.
- C) the need for affection.
- D) the need for safety.

Answer: B

Type: MC Page Ref: 52

Classification: Recall

Difficulty: Level 1

84) According to Will Schutz the interpersonal need to give and receive love, personal support, warmth, and intimacy is

- A) the need for inclusion.
- B) the need for control.
- C) the need for affection.
- D) the need for domination.

Answer: C

Type: MC Page Ref: 52

Classification: Recall

Difficulty: Level 1

85) According to Will Schutz the interpersonal need to give and receive love, personal support, warmth, and intimacy is

- A) the need for inclusion.
- B) the need for control.
- C) the need for affection.
- D) the need for domination.

Answer: C

Type: MC Page Ref: 52

Classification: Recall

Difficulty: Level 1

86) A popular classmate is having a birthday party. You discover that most of the members of your class have received invitations but you have not. You are surprised about this and are feeling hurt at not receiving an invitation. This example illustrates the interpersonal need

- A) the need for inclusion.
- B) the need for control.
- C) the need for affection.
- D) the need for domination.

Answer: C

Type: MC Page Ref: 52

Classification: Applied

Difficulty: Level 2

87) Our communication style is defined as

- A) a style characterized by high achievement and controlled emotions.
- B) a style characterized by high assertiveness and low expressiveness.
- C) the habitual ways in which we behave toward others.
- D) a style characterized by sensitivity toward others and a minimum of assertiveness.

Answer: C

Type: MC Page Ref: 52

Classification: Recall

Difficulty: Level 1

88) The "social learning approach" explains your communication style with others

- A) based on traits and personality characteristics.
- B) based on learning indirectly or directly from other people.
- C) and does not influence how we interact with others.
- D) a style characterized by masculine and feminine behaviours.

Answer: B

Type: MC Page Ref: 53

Classification: Recall

Difficulty: Level 1

89) The tendency to make requests, ask for information, and generally pursue your own rights and best interests is referred to as

- A) expressiveness.
- B) responsiveness.
- C) amiable.
- D) assertiveness.

Answer: D

Type: MC Page Ref: 53

Classification: Recall

Difficulty: Level 1

90) The tendency to be sensitive to the needs of others, including being sympathetic to the pain of others and placing the feelings of others above our own is

- A) responsiveness.
- B) assertiveness.
- C) expressiveness.
- D) reflexiveness.

Answer: A

Type: MC Page Ref: 53

Classification: Recall

Difficulty: Level 1

91) The "Sociocommunicative Orientation" test by McCroskey and Richmond is a tool to assess

- A) your need for control and your need for inclusion.
- B) your dominant strategies for improving your self-esteem.
- C) your style of communication on the assertiveness and responsiveness dimensions.
- D) your willingness to communicate.

Answer: C

Type: MC Page Ref: 54

Classification: Recall

Difficulty: Level 1

92) Purposefully providing information to others that they would otherwise not learn is called

- A) responsiveness.
- B) self-disclosure.
- C) expressiveness.
- D) communication style.

Answer: B

Type: MC Page Ref: 54

Classification: Recall

Difficulty: Level 1

93) Self-disclosure can deepen an interpersonal relationship because
A) it makes you more sensitive to the criticism of others.
B) what you believe about yourself will come true because you expect it to.
C) it influences your expressive or assertive behaviour toward another.
D) it provides a basis for another person to understand you better and conveys acceptance and trust.

Answer: D

Type: MC Page Ref: 54

Classification: Recall

Difficulty: Level 1

94) The model of self-disclosure that reflects both depth and breadth of shared information is
A) the social penetration model.
B) the Johari window.
C) the self-fulfilling prophecy.
D) your communication style.

Answer: A

Type: MC Page Ref: 55

Classification: Recall

Difficulty: Level 1

95) In the model of social penetration, the concentric circles represent
A) expressiveness.
B) breadth.
C) depth.
D) responsiveness.

Answer: C

Type: MC Page Ref: 55

Classification: Recall

Difficulty: Level 1

96) A person's conscious understanding of who he or she is is called _____.
A) expressiveness.
B) responsiveness.
C) self-disclosure.
D) self-awareness.

Answer: D

Type: MC Page Ref: 56

Classification: Recall

Difficulty: Level 1

97) In the Johari window, the quadrant that is known to the self and known to others is called the _____ quadrant.

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

Answer: A

Type: MC Page Ref: 56

Classification: Recall

Difficulty: Level 1

98) In the Johari window, the quadrant that is known to others but not the self is called the _____ quadrant.

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

Answer: B

Type: MC Page Ref: 57

Classification: Recall

Difficulty: Level 1

99) Which of the following is not a true statement about self-disclosure?

- A) Self-disclosure usually moves in small increments.
- B) Self-disclosure moves from less personal to more personal information.
- C) Self-disclosure is reciprocal.
- D) Self-disclosure on-line is the same as self-disclosure face-to-face.

Answer: D

Type: MC Page Ref: 59-64

Classification: Recall

Difficulty: Level 1

100) You think you are a great joke-teller, but all your friends and coworkers know that you cannot tell a joke to save your life. Which quadrant of the Johari Window model would explain this?

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

Answer: C

Type: MC Page Ref: 57

Classification: Applied

Difficulty: Level 2

101) You always have to check the locks on your doors at least three times before you go to bed every night, but you have never told anyone. In which quadrant of the Johari Window is this information?

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

Answer: A

Type: MC Page Ref: 57

Classification: Applied

Difficulty: Level 1

102) Which theory suggests that we each manage our own degree of privacy by means of personal boundaries and rules for sharing information?

- A) Johari Window
- B) Social Penetration
- C) Communication Privacy Management
- D) Self-Disclosure

Answer: C

Type: MC Page Ref: 59

Classification: Recall

Difficulty: Level 1

103) What is the lowest level of self-disclosure, according to John Powell?

- A) cliché communication
- B) facts and biographical information
- C) attitudes and personal ideas
- D) peak communication

Answer: A

Type: MC Page Ref: 59-60

Classification: Recall

Difficulty: Level 1

104) According to John Powell, what is the ultimate level of self-disclosure?

- A) personal feelings
- B) peak communication
- C) attitude and personal ideas
- D) facts and biographical information

Answer: B

Type: MC Page Ref: 59-60

Classification: Recall

Difficulty: Level 1

- 105) The dyadic effect describes the
- A) different levels of self-disclosure.
 - B) risky nature of self-disclosure.
 - C) reciprocal nature of self-disclosure.
 - D) the difference between online and face-to-face self-disclosure.

Answer: C

Type: MC Page Ref: 61

Classification: Recall

Difficulty: Level 1

- 106) Which of the following is NOT a guideline for self-disclosure.
- A) Increase self-disclosure if your partner is not disclosing information about him/herself.
 - B) Be other-oriented.
 - C) Monitor non-verbal responses of others.
 - D) Be careful not to disclose too much.

Answer: A

Type: MC Page Ref: 64

Classification: Recall

Difficulty: Level 1

Match the definition on the left with the term on the right.

- A) values
- B) self-esteem
- C) beliefs
- D) self-awareness
- E) attitudes
- F) behaviors
- G) self-concept

107) learned predisposition to respond to a person, object, or idea in a favorable unfavorable way

Type: MA Page Ref: 34

Classification: Recall

Difficulty: Level 1

108) a person's subjective description of who he or she is

Type: MA Page Ref: 34

Classification: Recall

Difficulty: Level 1

109) your evaluation of your worth or value based on your perception of such things as your skills, abilities, talents, and appearance

Type: MA Page Ref: 44

Classification: Recall

Difficulty: Level 1

110) way in which you structure your understanding of reality--what is true and what is false

Type: MA Page Ref: 35

Classification: Recall

Difficulty: Level 1

111) enduring concept of good and bad, right and wrong

Type: MA Page Ref: 35

Classification: Recall

Difficulty: Level 1

Answers: 107) E 108) G 109) B 110) C 111) A

Match the example on the left with the dimension of the self on the right.

- A) the psychological self
- B) the material self
- C) the biological self
- D) the social self
- E) the spiritual self

112) "My new house cost \$500,000."

Type: MA Page Ref: 37

Classification: Recall

Difficulty: Level 1

113) "I'm a totally different person when I'm away from work."

Type: MA Page Ref: 37

Classification: Recall

Difficulty: Level 1

114) "What is the meaning of life?"

Type: MA Page Ref: 37

Classification: Recall

Difficulty: Level 1

Answers: 112) B 113) D 114) E

Match the terms on the left with Schutz' interpersonal need on the right.

- A) control
- B) inclusion
- C) attention
- D) love
- E) affection

115) belonging, togetherness, acceptance

Type: MA Page Ref: 52

Classification: Recall

Difficulty: Level 1

116) influence, stability, predictability

Type: MA Page Ref: 52

Classification: Recall

Difficulty: Level 1

117) support, warmth, intimacy

Type: MA Page Ref: 52

Classification: Recall

Difficulty: Level 1

Answers: 115) B 116) A 117) E

Match the description on the left with the appropriate title of the pane in the Johari Window.

- A) hidden
- B) blind
- C) unaware
- D) absent
- E) open
- F) unknown

118) known to others, not known to self

Type: MA Page Ref: 57

Classification: Recall

Difficulty: Level 1

119) known to others, known to self

Type: MA Page Ref: 57

Classification: Recall

Difficulty: Level 1

120) not known to others, known to self

Type: MA Page Ref: 57

Classification: Recall

Difficulty: Level 1

121) not known to others, not known to self

Type: MA Page Ref: 57

Classification: Recall

Difficulty: Level 1

Answers: 118) B 119) E 120) A 121) F

122) Describe the three ways of being self-aware.

Answer:

- * Subjective self-awareness: our ability to differentiate ourselves from our environment.
- * Objective self-awareness: our ability to be the object of our own thoughts and attentions.
- * Symbolic self-awareness: unique to humans, our ability to think about ourselves and use symbols/language to express these ideas to others.

Type: SA Page Ref: 36

Classification: Recall

Difficulty: Level 1

123) Name and briefly describe the three components of the self identified by William James.

Answer: Components of Self

The *material self*, consisting of all the tangible things we possess

The *social self*, reflecting that part of you that interacts with others

The *spiritual self*, consisting of all your internal thoughts and introspections about your values and moral standards

Type: SA Page Ref: 37

Classification: Recall

Difficulty: Level 1

124) When are we most likely to incorporate the comments of others into our self-concepts?

Answer:

* We are more likely to incorporate another's statement if she or she is repeating something we have heard several times before.

* We are more likely to incorporate another's statement if he or she has already earned our confidence.

* We are more likely to incorporate another's statements if those statements are consistent to our own experiences.

Type: SA Page Ref: 38-39

Classification: Recall

Difficulty: Level 1

125) What are the factors that shape the development of your self-concept? Briefly describe and give an example of each factor.

Answer: Self: The sum total of who a person is; a person's central inner force.

Self-concept: A person's subjective description of who the person thinks he or she is.

Refer to Recap: "Who You Are is Reflected in Your Attitudes, Beliefs, and Values" p.35 of the textbook.

Attitudes: Learned predisposition to respond to a person, object, or idea in a favourable or unfavourable way. eg. likes/dislikes.

Beliefs: The ways we structure reality. eg. based on experiences-if you stay in the sun without any protection you will get burned.

Values: Enduring concepts of what is right and wrong. eg. honesty, truth.

Type: SA Page Ref: 34-35

Classification: Applied

Difficulty: Level 2

126) Explain how self-concept develops and include examples of each means.

Answer: Answers will vary but should include the following information and demonstrate a thorough understanding of each mean.

- * Our interactions with other individuals.
- * Our associations with groups.
- * The roles we assume.
- * Our own labels.
- * Our personalities.

Type: ES Page Ref: 38-43

Classification: Recall

Difficulty: Level 1

127) Describe Eric Berne's four life positions.

Answer:

- * Positive regard for self and others: I'm OK, you're OK.
- * Positive regard for self and low regard for others: I'm OK, you're not OK.
- * Low self-regard and positive regard for others: I'm not OK, you're OK.
- * Low self-regard and regard for others: I'm not OK, you're not OK.

Type: SA Page Ref: 45-46

Classification: Recall

Difficulty: Level 1

128) What is "facework"?

Answer: Facework is the use of communication to maintain one's own positive self-perception (self-face) or to support, reinforce, or even challenge someone else's self-perception (other-face).

Type: SA Page Ref: 46

Classification: Recall

Difficulty: Level 1

129) Provide an example of how self-talk might help you enhance your self-esteem. Describe the positive scene.

Answer: Lance Armstrong told a friend "Cancer picked the wrong guy. When it looked around for a body to hang out in, it made a big mistake when it chose mine." He, no doubt, pictured himself winning the Tour de France.

Type: ES Page Ref: 46-47

Classification: Applied

Difficulty: Level 2

130) Define and compare the concepts of self-concept and self-esteem.

Answer: Self-concept is a subjective description of who you *think* you are, reflected in your attitudes, beliefs, and values which are instilled in us from our earliest interpersonal relationships. These interactions with both individuals and groups provide labels and information that shape how we see ourselves.

Self-esteem reflects an *evaluation* of who you are, based upon comparisons to others. We make judgments about our competence and our value based upon how others react to us. We also judge how we measure up in the performance of our daily activities, compared to how well others perform similar activities. Our self-esteem is determined by the judgments we make from these comparisons.

Type: ES Page Ref: 34, 49

Classification: Analysis

Difficulty: Level 3

131) Compare a specific-other perspective to a generalized-other perspective.

Answer:

* When using a specific-other perspective, you rely on information, real or imagined, about a person in order to predict that person's behaviour.

* When using a generalized-other perspective, however, we rely on information, either observed or imagined, about many people in order to predict that person's behaviour.

Type: SA Page Ref: 50

Classification: Recall

Difficulty: Level 1

132) How does your self-esteem affect how you interpret the messages of others?

Answer:

* People with low self-esteem tend to be more sensitive to criticism and more critical of others. They believe they are not popular and expect to be rejected by others. They may dislike being observed and feel threatened by people who are superior. They expect to lose, are overly responsive to praise and compliments, and evaluate their overall behaviour as inferior to that of others.

* Those with high self-esteem will have higher expectations for solving problems, will think more highly of others, and will be more likely to accept praise without embarrassment. They will be more comfortable being observed, will be able to admit both strengths and weaknesses, and more comfortable interacting with those who view themselves as highly competent. They will expect to be accepted, seek more opportunities to improve their skills, and will evaluate their overall behaviour more positively.

Type: SA Page Ref: 51-52

Classification: Recall

Difficulty: Level 1

133) Describe Will Schutz's three primary social needs and provide examples for each.

Answer: Answers will vary but should include the following.

- * The need for inclusion suggests that we all need to be included in the activities of others. We need to be invited to join. When our friends go out, we want to be included in the invitation. We all need some social contact and to be included in the activities of others.

- * The need for control suggest that we need some balance between dominating and being dominated in our relationships. We do not always want to be in control, but we do want to be in control sometimes.

- * The need for affection suggests that we all need to give and receive love.

Type: ES Page Ref: 52

Classification: Applied

Difficulty: Level 1

134) Describe your own communication style, focusing on the two primary dimensions that underlie how we interact with others.

Answer: Answers will vary, but should show an understanding of the concepts of assertiveness and responsiveness and cover some of the dimensions covered in the Building Your Skills box on p.53.

Type: ES Page Ref: 53-54

Classification: Applied

Difficulty: Level 2

135) How does one's self-esteem affect his or her interpretation of messages?

Answer: Someone with low self-esteem may be more sensitive to criticism and more defensive with people whom they consider to be superior. As a result, they will tend to limit or minimize opportunities for evaluation by withdrawal.

Someone with high self-esteem will tend to be more positive with others and with him or herself, ll be better able to make realistic assessments of criticism, and be more comfortable interacting with others.

Type: SA Page Ref: 53

Classification: Recall

Difficulty: Level 1

136) Discuss how taking the McCroskey and Richmond "Sociocommunicative Orientation" test can help us to be better interpersonal communicators.

Answer: The test assesses communication style on the assertiveness and responsiveness dimensions. There is no one best style for every situation. The test can provide information to you about your preferred styles. Whether or not those styles are appropriate or not depends on the situation. You can learn to adapt your style to suit the appropriateness of the situation. This is a self assessment. It may be interesting to have another person whose opinion you value to also assess your styles. You can check if the assessments are similar or different. Something to think about.

Type: SA Page Ref: 53

Classification: Applied

Difficulty: Level 2

137) Compare and contrast the social penetration model to the Johari Window.

Answer:

- * The social penetration model shows how much and what kind of information people disclose in various stages of a relationship. It is set up like a circle divided up into pieces, like a pie. Each piece represents an aspect of the self. The circle is also divided up into concentric rings, each ring representing the depth of information--how personal and intimate it is. The further you go to the centre of the circle, the more intimate the information. We control, then, how much information we give and how personal that information.

- * The Johari Window model is divided into four panes, like a window, each one representing an aspect of self awareness that we share with ourselves and/or with others. The first pane, the open pane, contains information known to ourselves and to others. The second pane, the blind pane, contains information others know about us but that we do not know about ourselves. The third, the hidden pane, describes that information we keep to ourselves. The fourth pane, the unknown pane, contains information that we do not know about ourselves and that others do not know either.

- * We can draw a Johari Window for each relationship, just as we can draw a divided circle using the social penetration model, which demonstrates what we are and are not disclosing to our partner.

Type: SA Page Ref: 55-58

Classification: Recall

Difficulty: Level 1

138) Assume you are starting a new romantic relationship. What are the characteristics of appropriate self-disclosure in this situation?

Answer: Answers will vary but should show a general understanding of the following principles.

- * Self-disclosure moves from less personal to more personal information as the relationship progresses. Moving too quickly means we violate social norms and expectations and risk the relationship.

- * Self-disclosure is reciprocal. This reciprocal nature is called the dyadic effect and essentially means that as one person discloses, so does the other. This is how we get to know our partner.

- * Self disclosure is risky.

- * Self-disclosure online is different than face-to-face disclosure. We tend to disclose more; however, we may not be entirely truthful. This being said, both relationships can be very satisfying.

- * Self-disclosure involves trust.

- * Self-disclosure over time enhances intimacy. If we want the relationship to progress, so too must our self-disclosure. However, over time, as the intimacy level deepens, our self-disclosure tapers off as we have less to share.

- * Self-disclosure reflects perceptions about the nature of your relationship. You must be other-oriented.

Type: ES Page Ref: 58-64

Classification: Applied

Difficulty: Level 2

139) What advice would you give to someone to help him/her self-disclose appropriately?

Answer:

- * Be other-oriented and think about how the information you share will affect the other person.
- * Monitor the nonverbal responses of those you are disclosing to. This way you can determine how much is too much.
- * Be careful not to disclose too much too soon.
- * Decrease self-disclosure if sharing information about yourself to someone who is not self-disclosing in return.

Type: SA Page Ref: 64

Classification: Recall

Difficulty: Level 1

140) What are some of the risks associated with self disclosure?

Answer: The other person can share revealed information with others.

The other person has additional power if the information disclosed is something you'd rather not have others know.

There is a risk of rejection and/or disapproval.

Type: SA Page Ref: 60

Classification: Recall

Difficulty: Level 1