

c2

Student: _____

1. Disclosing to an appropriate person can help us validate our perceptions of reality.
True False
2. Self-disclosure improves people physiologically.
True False
3. Self-disclosure is synonymous with self-description.
True False
4. In order to be effective in self-disclosure, one should focus more on the present than the past.
True False
5. To be effective, self-disclosure must exclude reciprocity.
True False
6. Self-description is revealing significant personal information about oneself that is not easily apparent to others.
True False
7. Self-disclosure is a sign of weakness and vulnerability.
True False
8. It is wise to share your innermost dreams with co-workers on the first day at a new job.
True False
9. In the Johari Window, the hidden window contains information that is known to us but unknown to others.
True False

10. Jack did not let any of his co-workers know that he had been fired from his last job. According to the Johari Window, this information would be contained in the blind area.
- True False
11. Trust enhances self-protection.
- True False
12. The development of trust in relationships is not affected by attribution theory.
- True False
13. Trust is composed of five elements. Competence and consistency are amongst these elements.
- True False
14. Friends and associates believe in your ability to follow through and do the right thing in a given situation. This depicts competence.
- True False
15. Building on your competence and enhancing micromanagement can help develop trust.
- True False
16. Dina's team has been working together for two months. Some of Dina's team members are having difficulty balancing their work and home demands. Dina decided that she would share how she has dealt with her own personal struggles with balancing work and home. When Dina lets others know what she thinks, feels and wants, the process is best known as:
- A.
B.
C.
D.

17. Self-disclosure:
- A.
 - B.
 - C.
 - D.
18. Sara, while sharing information at work, must take into account that:
- A.
 - B.
 - C.
 - D.
19. Self-disclosure is the process of:
- A.
 - B.
 - C.
 - D.
20. In order to build a deeper relationship with Alexi, Tony realizes he must begin to use self-disclosure. To be effective in self-disclosing, Tony should:
- A.
 - B.
 - C.
 - D.
21. Nancy, on joining her new office, discloses non-threatening information about herself such as age, address, and college major to her co-workers. Nancy is engaging in:
- A.
 - B.
 - C.
 - D.

22. Which of the following is an example of self-description?
- A.
 - B.
 - C.
 - D.
23. Mary was having a discussion with Tom in the company break room. When Mary told Tom the names of the companies she had worked for in the past, she was depicting:
- A.
 - B.
 - C.
 - D.
24. In following the guidelines for effective self-disclosure, Casey should:
- A.
 - B.
 - C.
 - D.
25. Which of the following highlights the degree to which you know about yourself and degree to which others know information about you?
- A.
 - B.
 - C.
 - D.
26. As we receive feedback from others on their observations of our personalities and behaviors, the _____ area of the Johari Window will decrease and the _____ area of the Johari Window will become more complete.
- A.
 - B.
 - C.
 - D.

27. The larger the _____ area of the Johari Window, the more productive and mutually beneficial the interpersonal relationship is likely to be.
- A.
B.
C.
D.
28. The nervous habit of tapping a pencil during meetings would be depicted in the _____ area of the Johari Window.
- A.
B.
C.
D.
29. The _____ section of the Johari Window contains information about us that is apparent to others but not to ourselves.
- A.
B.
C.
D.
30. According to the Johari Window, the open area:
- A.
B.
C.
D.
31. Emily and her teammates dislike their boss because they feel he overly micromanages the team. This information however is not known to anyone at her office. Which area of the Johari window would best represent this information?
- A.
B.
C.
D.

32. When Erin joins her new organization, her colleagues already know her name, her job title, and marital status. This information, according to the Johari window, would fall under the:
- A.
 - B.
 - C.
 - D.
33. Jake has a nervous habit of wiggling his foot during meetings when he is feeling stressed. This habit, unknown to him but known to others would fall in the _____ area of the Johari Window.
- A.
 - B.
 - C.
 - D.
34. If the _____ area of the Johari Window is large, relationships are not likely to develop beyond the acquaintance level due to lack of sharing.
- A.
 - B.
 - C.
 - D.
35. According to the Johari window, the _____ area contains information that neither we nor others know.
- A.
 - B.
 - C.
 - D.
36. _____ is a multifaceted concept that captures one's faith or belief in the integrity or reliability of another person or thing.
- A.
 - B.
 - C.
 - D.

37. Trust and _____ complete a relationship equation.
- A.
 - B.
 - C.
 - D.
38. Trust is composed of five elements. Which of the following form a part of those elements?
- A.
 - B.
 - C.
 - D.
39. Martha is not receptive to new ideas and is unwilling to share ideas with others. She needs to work more on the _____ element of trust.
- A.
 - B.
 - C.
 - D.
40. Which of the following elements of trust best describes conformity with previous practice?
- A.
 - B.
 - C.
 - D.
41. Jack is aware of his strengths and limitations, he offers help wherever he can, and seeks resources and assistance when needed. Identify the element of trust demonstrated by him in the process.
- A.
 - B.
 - C.
 - D.

42. Which of the following relates to your ability to honestly disclose and share your thoughts, beliefs, and feelings?
- A.
 - B.
 - C.
 - D.
43. As a new team member, Sharon wants to build trust with her colleagues. Sharon can build trust by:
- A.
 - B.
 - C.
 - D.
44. In order to develop trust to better manage her team, Brenda must:
- A.
 - B.
 - C.
 - D.
45. Trust is:
- A.
 - B.
 - C.
 - D.
46. What is self-disclosure? What elements should it include to be effective?

47. Discuss the guidelines for self-disclosure.
48. Define the purpose of and the four regions of the Johari Window.
49. What is trust? What are the five elements of trust as identified by Schindler and Thomas?

50.

What factors do the organizational cultures associated with trust emphasize?

c2 Key

1.
(p. 29)

Disclosing to an appropriate person can help us validate our perceptions of reality.

TRUE

*DeJanasz - Chapter 02 #1
Difficulty: Easy*
2.
(p. 30)

Self-disclosure improves people physiologically.

TRUE

*DeJanasz - Chapter 02 #2
Difficulty: Easy*
3.
(p. 31)

Self-disclosure is synonymous with self-description.

FALSE

*DeJanasz - Chapter 02 #3
Difficulty: Easy*
4.
(p. 31)

In order to be effective in self-disclosure, one should focus more on the present than the past.

TRUE

*DeJanasz - Chapter 02 #4
Difficulty: Easy*
5.
(p. 31)

To be effective, self-disclosure must exclude reciprocity.

FALSE

*DeJanasz - Chapter 02 #5
Difficulty: Easy*
6.
(p. 31)

Self-description is revealing significant personal information about oneself that is not easily apparent to others.

FALSE

*DeJanasz - Chapter 02 #6
Difficulty: Easy*
7.
(p. 32)

Self-disclosure is a sign of weakness and vulnerability.

FALSE

DeJanasz - Chapter 02 #7

8.
(p. 33)

It is wise to share your innermost dreams with co-workers on the first day at a new job.

FALSE

DeJanasz - Chapter 02 #8
Difficulty: Easy

9.
(p. 34)

In the Johari Window, the hidden window contains information that is known to us but unknown to others.

TRUE

DeJanasz - Chapter 02 #9
Difficulty: Easy

10.
(p. 34)

Jack did not let any of his co-workers know that he had been fired from his last job. According to the Johari Window, this information would be contained in the blind area.

FALSE

DeJanasz - Chapter 02 #10
Difficulty: Medium

11.
(p. 35)

Trust enhances self-protection.

FALSE

DeJanasz - Chapter 02 #11
Difficulty: Easy

12.
(p. 36)

The development of trust in relationships is not affected by attribution theory.

FALSE

DeJanasz - Chapter 02 #12
Difficulty: Easy

13.
(p. 36)

Trust is composed of five elements. Competence and consistency are amongst these elements.

TRUE

DeJanasz - Chapter 02 #13
Difficulty: Easy

14.
(p. 36)

Friends and associates believe in your ability to follow through and do the right thing in a given situation. This depicts competence.

FALSE

DeJanasz - Chapter 02 #14
Difficulty: Easy

15.
(p. 37)

Building on your competence and enhancing micromanagement can help develop trust.

FALSE

*DeJanasz - Chapter 02 #15
Difficulty: Easy*

16.
(p. 29)

Dina's team has been working together for two months. Some of Dina's team members are having difficulty balancing their work and home demands. Dina decided that she would share how she has dealt with her own personal struggles with balancing work and home. When Dina lets others know what she thinks, feels and wants, the process is best known as:

- A.
- B.
- C.
- D.**

*DeJanasz - Chapter 02 #16
Difficulty: Medium*

17.
(p. 29-31)

Self-disclosure:

- A.
- B.**
- C.
- D.

*DeJanasz - Chapter 02 #17
Difficulty: Easy*

18.
(p. 30-31)

Sara, while sharing information at work, must take into account that:

- A.**
- B.
- C.
- D.

*DeJanasz - Chapter 02 #18
Difficulty: Medium*

19.
(p. 30-31)

Self-disclosure is the process of:

- A.
- B.
- C.**
- D.

DeJanasz - Chapter 02 #19
Difficulty: Medium

20.
(p. 30-31)

In order to build a deeper relationship with Alexi, Tony realizes he must begin to use self-disclosure. To be effective in self-disclosing, Tony should:

- A.
- B.
- C.**
- D.

DeJanasz - Chapter 02 #20
Difficulty: Medium

21.
(p. 31)

Nancy, on joining her new office, discloses non-threatening information about herself such as age, address, and college major to her co-workers. Nancy is engaging in:

- A.
- B.**
- C.
- D.

DeJanasz - Chapter 02 #21
Difficulty: Easy

22.
(p. 31)

Which of the following is an example of self-description?

- A.**
- B.
- C.
- D.

DeJanasz - Chapter 02 #22
Difficulty: Medium

23.
(p. 31)

Mary was having a discussion with Tom in the company break room. When Mary told Tom the names of the companies she had worked for in the past, she was depicting:

- A.
- B.
- C.**
- D.

*DeJanasz - Chapter 02 #23
Difficulty: Medium*

24.
(p. 33)

In following the guidelines for effective self-disclosure, Casey should:

- A.
- B.**
- C.
- D.

*DeJanasz - Chapter 02 #24
Difficulty: Medium*

25.
(p. 33)

Which of the following highlights the degree to which you know about yourself and degree to which others know information about you?

- A.**
- B.
- C.
- D.

*DeJanasz - Chapter 02 #25
Difficulty: Easy*

26.
(p. 34)

As we receive feedback from others on their observations of our personalities and behaviors, the _____ area of the Johari Window will decrease and the _____ area of the Johari Window will become more complete.

- A.**
- B.
- C.
- D.

*DeJanasz - Chapter 02 #26
Difficulty: Medium*

27.
(p. 34)

The larger the _____ area of the Johari Window, the more productive and mutually beneficial the interpersonal relationship is likely to be.

- A.
- B.**
- C.
- D.

*DeJanasz - Chapter 02 #27
Difficulty: Medium*

28.
(p. 34)

The nervous habit of tapping a pencil during meetings would be depicted in the _____ area of the Johari Window.

- A.
- B.
- C.**
- D.

*DeJanasz - Chapter 02 #28
Difficulty: Medium*

29.
(p. 34)

The _____ section of the Johari Window contains information about us that is apparent to others but not to ourselves.

- A.**
- B.
- C.
- D.

*DeJanasz - Chapter 02 #29
Difficulty: Easy*

30.
(p. 34)

According to the Johari Window, the open area:

- A.
- B.**
- C.
- D.

*DeJanasz - Chapter 02 #30
Difficulty: Medium*

31.
(p. 34)

Emily and her teammates dislike their boss because they feel he overly micromanages the team. This information however is not known to anyone at her office. Which area of the Johari window would best represent this information?

- A.
- B.**
- C.
- D.

*DeJanasz - Chapter 02 #31
Difficulty: Medium*

32.
(p. 34)

When Erin joins her new organization, her colleagues already know her name, her job title, and marital status. This information, according to the Johari window, would fall under the:

- A.
- B.
- C.**
- D.

*DeJanasz - Chapter 02 #32
Difficulty: Medium*

33.
(p. 34)

Jake has a nervous habit of wiggling his foot during meetings when he is feeling stressed. This habit, unknown to him but known to others would fall in the _____ area of the Johari Window.

- A.**
- B.
- C.
- D.

*DeJanasz - Chapter 02 #33
Difficulty: Medium*

34.
(p. 34)

If the _____ area of the Johari Window is large, relationships are not likely to develop beyond the acquaintance level due to lack of sharing.

- A.
- B.**
- C.
- D.

*DeJanasz - Chapter 02 #34
Difficulty: Medium*

35.
(p. 34)

According to the Johari window, the _____ area contains information that neither we nor others know.

- A.
- B.
- C.
- D.**

*DeJanasz - Chapter 02 #35
Difficulty: Medium*

36.
(p. 35)

_____ is a multifaceted concept that captures one's faith or belief in the integrity or reliability of another person or thing.

- A.
- B.**
- C.
- D.

*DeJanasz - Chapter 02 #36
Difficulty: Easy*

37.
(p. 35)

Trust and _____ complete a relationship equation.

- A.
- B.
- C.
- D.**

*DeJanasz - Chapter 02 #37
Difficulty: Easy*

38.
(p. 36)

Trust is composed of five elements. Which of the following form a part of those elements?

- A.
- B.
- C.**
- D.

*DeJanasz - Chapter 02 #38
Difficulty: Easy*

39.
(p. 36)

Martha is not receptive to new ideas and is unwilling to share ideas with others. She needs to work more on the _____ element of trust.

- A.
- B.
- C.**
- D.

*DeJanasz - Chapter 02 #39
Difficulty: Medium*

40.
(p. 36)

Which of the following elements of trust best describes conformity with previous practice?

- A.
- B.
- C.
- D.**

*DeJanasz - Chapter 02 #40
Difficulty: Easy*

41.
(p. 36)

Jack is aware of his strengths and limitations, he offers help wherever he can, and seeks resources and assistance when needed. Identify the element of trust demonstrated by him in the process.

- A.
- B.**
- C.
- D.

*DeJanasz - Chapter 02 #41
Difficulty: Medium*

42.
(p. 36)

Which of the following relates to your ability to honestly disclose and share your thoughts, beliefs, and feelings?

- A.**
- B.
- C.
- D.

*DeJanasz - Chapter 02 #42
Difficulty: Medium*

43.
(p. 36-37)

As a new team member, Sharon wants to build trust with her colleagues. Sharon can build trust by:

- A.
- B.
- C.
- D.

*DeJanasz - Chapter 02 #43
Difficulty: Easy*

44.
(p. 37)

In order to develop trust to better manage her team, Brenda must:

- A.
- B.
- C.
- D.

*DeJanasz - Chapter 02 #44
Difficulty: Medium*

45.
(p. 38)

Trust is:

- A.
- B.
- C.
- D.

*DeJanasz - Chapter 02 #45
Difficulty: Medium*

46.
(p. 29-31)

What is self-disclosure? What elements should it include to be effective?

Self-disclosure means making the self known to others, letting others know what you think, feel and want. It is revealing to another how you are reacting to the situation and sharing experiences that are relevant to that situation.

To be effective, self-disclosure includes these elements:

- 1) Feelings as well as facts
- 2) Greater breadth and depth over time
- 3) A focus on the present rather than the past
- 4) Reciprocity
- 5) Significant information
- 6) Some amount of risk
- 7) Work focus

*DeJanasz - Chapter 02 #46
Difficulty: Medium*

47.
(p. 33)

Discuss the guidelines for self-disclosure.

Some of the guidelines for self-disclosure are: 1) Discuss situations as they happen; don't wait until they are old news. 2) Choose the appropriate time and place. 3) Choose the appropriate level of disclosure. 4) Share your current feelings to create an emotional connection with others and invite understanding.

*DeJanasz - Chapter 02 #47
Difficulty: Medium*

48.
(p. 33-34)

Define the purpose of and the four regions of the Johari Window.

The Johari Window helps us understand how well we know ourselves and how much of ourselves we let others know. It is divided into four regions, which represent: 1. Degree to which you know or understand information about yourself (values, attitudes, beliefs). 2. Degree to which others know information about you. The four regions of the Johari Window are the open area, the hidden area, the blind area, and the unknown area. The open area consists of information about us that both we and others know. The hidden area comprises information we know about ourselves but is hidden from others. The blind area denotes information others are aware of but we are not. The unknown area contains information that neither we nor others know.

*DeJanasz - Chapter 02 #48
Difficulty: Easy*

49.
(p. 35-36)

What is trust? What are the five elements of trust as identified by Schindler and Thomas?

Trust is a multifaceted concept that captures one's faith or belief in the integrity or reliability of another person or thing. "Simply put, trust means confidence." According to Schindler and Thomas, trust is composed of five elements. These are: Competence, Consistency, Loyalty, Openness and Integrity.

*DeJanasz - Chapter 02 #49
Difficulty: Easy*

50.
(p. 37)

What factors do the organizational cultures associated with trust emphasize?

Organizational cultures associated with trust emphasize 1) Depth of relationships. 2) Understanding of roles and responsibilities. 3) Frequent, timely, and forthright communication. 4) Member self-esteem and self-awareness. 5) High levels of skill competence. 6) Clarity of shared purpose, direction, and vision. 7) Honoring promises and commitments.

DeJanasz - Chapter 02 #50
Difficulty: Medium

c2 Summary