

*Instructor's Resource Manual and Test Bank
to accompany*

**Reaching Out: Interpersonal
Effectiveness and Self-Actualization, 11e**

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CHAPTER ONE

The Importance of Interpersonal Skills

1. It is important to acquire and develop good interpersonal skills because
 - a. You cannot graduate without meeting the standards in interpersonal skills as defined by the Department of Education
 - b. Relationships are the core of our existence, and we cannot exist without effectively interacting with other people
 - c. It is more difficult for college graduates to live among people than for people who have a high school degree
 - d. Relationships cause a lot of head- and heartache, so you may want to reduce interpersonal relationships to a minimum
2. Andy was really disappointed when Pete, his roommate decided to watch a movie instead of playing table tennis with him, as they had agreed. His behavior showed that he was not happy about it. Pete was telling their mutual friend the next day how angry Andy was. Andy and Pete's interaction was probably low on
 - a. Interpersonal effectiveness
 - b. Self-actualization
 - c. Scaffolding
 - d. Experiential learning
3. If you try to joke and tease your new classmate to make her feel more at home, and she thinks you are condescending and insulting, your interaction was probably low on
 - a. Interpersonal effectiveness
 - b. Self-actualization
 - c. Scaffolding
 - d. Experiential learning
4. Interpersonal effectiveness is the degree to which
 - a. One is able to identify and develop their areas of talents and strengths to the fullest extent possible
 - b. One manages to be effective in many areas of life, such as school, sports and spiritual life
 - c. One has internalized the rules of society, and knows how to behave in different situations
 - d. Your intentions match the consequences of your behavior
5. To be able to achieve self-actualization, it is essential that you are also
 - a. Hard-working and talented in many areas
 - b. Time-competent and autonomous
 - c. Willing to practice conflict resolution skills
 - d. Willing to turn informal relationships into formal ones.
6. Julie is a hard-working student, who enjoys taking on challenges. She is also very social. At a summer campfire she was singing with her friends, and she was told she has a beautiful voice. In September, she decided to join the University's Choir and now she enjoys singing a lot. Julie is
 - a. Self-actualized
 - b. Time competent
 - c. Outer-directed
 - d. A good communicator

7. Sheila often thinks she should not have gone to college. She regrets that she followed her father's advice, as she thinks she would be much happier back in her hometown with her high school sweetheart. Based on this description one can conclude that Sheila is not
- Autonomous
 - Economically independent
 - Time-competent
 - Interpersonally effective
8. Time-competent people
- Live fully in the present
 - Brood over past events
 - Have both realistic and unrealistic goals
 - All of the above
9. If you are an autonomous person, then it is likely that
- You are directed by a small number of rules that you acquired early in life, and you stick to them, no matter what
 - You meet all the expectations of your parents, teachers, and friends.
 - You do what you want to do whenever you want to do
 - You apply values and principles flexibly as they fit the situation.
10. Cameo is a 30-year-old, college-educated manager, married, father of 2 kids. He can get along with almost everybody in the company and build deep and meaningful relationships as well. He assumes that he does not need to work on his interpersonal skills, as he has already met so many people. Is he right or wrong?
- Right. He has met many different people, so he must have learnt how to relate to them.
 - Right, he is mature enough to know what it takes a relationship to work
 - Wrong, he could always further improve his skills, as relationships change all the time.
 - Wrong, he could always learn some new tricks, especially how to manipulate his subordinates
11. Personal relationships are different from impersonal relationships in that impersonal relationships
- Affect your identity
 - Are extrinsically motivated
 - Are very difficult to replace
 - Involve intellectual sharing of ideas and goals.
12. In general, most relationships a person experiences in his or her lifetime are
- Entirely personal
 - Entirely impersonal
 - Either entirely personal or entirely impersonal
 - Neither entirely personal nor entirely impersonal
13. Psychological health is the ability to
- Be happy without friendships
 - Build and maintain friendships
 - Cooperative with others even when you don't want to
 - Be productive at work

14. As a person grows and develops
- The number of friends decreases
 - The number of friends increases
 - Interpersonal skills remain static
 - Interpersonal skills become more refined
 - a and c
 - b and d
15. We know that constructive interpersonal relationships are necessary. They are important for the following reasons EXCEPT that
- Our evolution and success have been based on cooperation.
 - Our physical health is better when we are in good relationships
 - We can cope with stress and adversities better when we are in good relationships
 - We can develop technical competencies better in a highly social environment
16. Positive, supportive relationships have been found to be related to
- Recovering from illness and injuries faster
 - Drinking problems as they provide companionship
 - Socially prescribed, vague self-definitions
 - Moral development when the cognitive development fails to occur
17. According to Vygotsky, healthy social and cognitive development depends on
- Reaching higher cognitive developmental stages that enables you to reason abstractly
 - Your engagement in cooperative efforts with socially and cognitively more knowledgeable people
 - Meeting your basic needs such as food, shelter, and mentally engaging and motivating activities
 - The integrity and coherence of your personal identity that you have developed throughout the years until adolescence
18. The three steps for building a positive identity are:
- Confronting moral dilemmas, being a role model, and adopting a social role
 - Choosing a role model, getting feedback as to how close you are to your role model, and further work on the role identity
 - Giving feedback to others, providing a positive role model, and choosing a profession (such as engineer, teacher, etc.)
 - Getting feedback from others, emulating a role model, and adopting a social role
19. In times of stress and major life transitions, supportive relationships are especially important for a number of reasons. The following are all valid reasons except one. Which one?
- They provide caring and information that help you cope better with the events.
 - They reduce the number and severity of stressful events in your life
 - They help you realize the importance of the events and provoke anxiety.
 - They help you enhance your self-esteem and regain mastery over your life

20. Lily is a well-educated, talented, creative young woman, who would like to get a motivating and well-paid job. Which assets does she need the most to have and work on to get a good job and be successful at it?
- a. Leadership skills, being able to motivate others, and helping others cooperate
 - b. Technical competencies, such as using and programming a computer
 - c. Financial skills such as accounting and bookkeeping, so that she knows how to contribute to the company's success
 - d. Ambition, drive, persistence to do well, and ability to keep working in face of any adversities she may encounter
21. For most people, life is meaningful primarily because of
- a. A combination of good work and beliefs
 - b. Intimate relationships
 - c. Financial security
 - d. Housing conditions
22. Cancer-prone patients are similar to heart-disease-prone individuals in that both
- a. Need to be less hostile and aggressive when dealing with conflicts.
 - b. Need to take more initiative, and be less passive.
 - c. Tend to develop feelings of hopelessness, helplessness, and depression
 - d. Can learn the interpersonal skills that would help them
23. According to the crude law of relationships, positive perceptions of another person is
- a. Easy to acquire but hard to lose
 - b. Hard to acquire but easy to lose
 - c. Easy to acquire and to lose
 - d. Hard to acquire and to lose
24. You have been friends with Chris, your roommate, for one and a half years. From the beginning you have thought that Chris is a very nice, warm and honest person. Yesterday you noticed that Chris lied to you about another friend. According to the crude law of relationships, your friendly feelings toward Chris will probably
- a. Decrease
 - b. Increase
 - c. Stay the same
 - d. It depends on your personal attitude toward dishonesty
25. When you first met Tim at a party a month ago, he was drunk, loud and impolite. Since then, you try to avoid him. He has been very nice and helpful to you lately, offering his notes and inviting you out to coffee to talk about issues you are also interested in. You have also noticed that he has a lot of friends. What is your perception of him likely to be, according to the crude law of relationships? He is probably
- a. A nice and helpful guy
 - b. A loud and impolite person
 - c. A shy and withdrawn person
 - d. A versatile person

26. Percy moved to a small village in the Midwest from New York City just a month ago. He has been feeling lonely since his move, and he complains of *emotional* isolation. He feels lonely because
- He is not surrounded by as many people as he used to be (physical isolation)
 - His friends and colleagues all stayed in New York, and he has not had the opportunity yet to find new friends yet.
 - He broke up with his girlfriend just before he moved, and he is single right now.
 - He does not like the small village atmosphere, where everyone knows everyone.
27. Research shows that contemporary social developments have made loneliness worse. All these changes in society, listed below, are blamed for this increase in loneliness except? People tend to
- Move a lot, and fail to build communities
 - Have TVs and computers, and are able to entertain themselves without other people around.
 - Build less deep relationships with their neighbors and people around them.
 - Believe that if they are lonely, they can do something about it.
28. Sam suffers from loneliness. He has the highest chance of changing his situation, if his causal attribution is
- Internal and stable
 - Internal and unstable
 - External and stable
 - External and unstable
29. Sergey has a lot of conflicts with his supervisor. When asked by a coworker why is that, he said, “the boss is very demanding and mean. He has disliked me from the moment I was hired, and there is nothing I can do that would please him.” Sergey’s causal attributions for his conflicts can be described as
- Internal and stable
 - Internal and unstable
 - External and stable
 - External and unstable
30. Amelie, a freshman at this college, already has a lot of friends. When interviewed for the school paper, she said that she has so many friends because she “likes to be pro-active, and go up to people to chat and ask questions. She used to be withdrawn and shy in high school, but realized that she did like to be alone so she changed her approach. Her causal attributions for her satisfying social life is:
- Internal and stable
 - Internal and unstable
 - External and stable
 - External and unstable
31. In building on-line relationships, it is most important to
- Check your spelling and grammar to make a good impression
 - Project your personality through your words
 - Reply frequently and positively
 - Disclose your age, ethnicity, and gender

32. Action theories are theories that
- Describe what action results in what consequence
 - Provide a theoretical framework for research in the area of interpersonal relationships
 - Describe the underlying psychological reasons for our conscious and unconscious actions
 - Are developed by law enforcement agencies as a theoretical framework to prepare for special actions to increase their leadership skills
33. Experiential learning consists of the following steps in the following order:
- Action, feedback, reflection, revised action theory
 - Feedback, revised action theory, reflection, action
 - Revised action theory, feedback, reflection, action
 - Action, feedback, action, revised action theory
34. When learning a new skill, scaffolding can be helpful because it
- Provides a role model for you when selecting what skill to learn
 - Encourages you, and reminds you of important steps
 - Is reliable when you are at the soloing stage
 - Makes the skill automatic
35. In learning interpersonal skills, it is important to understand
- The verbal words to use
 - The nonverbal actions to use
 - When to use the skill
 - The need for the skill
 - a and b
 - c and d
 - All of the above

TRUE OR FALSE

- We are dependent on other people in all important aspects of our lives.
- Interpersonal effectiveness means the extent to which we can reach our goals exclusively through communication.
- Pete is a self-actualized person, as he has managed to get a very well paid job that also allows him to travel a lot.
- Sarah is time competent as she is fully engaged in the present, and does not brood over past regrets and unhappy events from her past.
- Inner-directed people tend to adhere rigidly to values and principles they acquired early in their lives.
- Moya does everything the way Grace, her roommate, does, as she wants to be liked by her. She folds her clothes the way Grace does, she takes the same classes, etc. based on this description, Moya is probably inner-directed.
- There is always a need to further improve your interpersonal skills.
- Relationships are generally static, in that they don't change at all.
- Interpersonal skills are an inborn ability to interact effectively with other people.
- Interactions are more ritualistic in impersonal relationships than in personal relationships.
- Personal relationships are not as easily replaced as impersonal relationships.
- A relationship is either impersonal or personal but not both.
- Interpersonal relationships are good, but not necessary to have.
- Humans are a social species whose evolution and success have been based on cooperation.

15. If a person is psychologically healthy, that means that he/she is the able to maintain cooperative and interdependent relationships with other people.
16. Positive and supportive relationships will lead to neuroticism and pathological dependence on others.
17. A person's moral reasoning is independent of his/her cognitive reasoning skills.
18. According to Vygotsky, we build our understanding of the world through social interactions.
19. Beauty, fairness and truth are concepts that we have an inborn understanding of, thus we tend to be accurate judges what is beautiful and fair without social interaction.
20. We discover who we are through personal relationships.
21. Interpersonal skills are essential for most jobs, and that is especially true for higher paying, more interesting jobs.
22. Interpersonal relationships significantly improve the quality of your life, but there is no connection between your physical health and your relationships.
23. According to the Crude Law of Relationships, it is easy to build positive perceptions of others, whereas it is difficult to lose negative perceptions of someone.
24. Loneliness is not the same as physical isolation.
25. We experience social isolation when we are deprived of deep personal relationships that provide a sense of belonging and attachment.
26. The popularity of TV and self-entertainment devices has greatly reduced the loneliness that people used to experience a hundred years ago.
27. The high mobility typical of contemporary American lifestyle has made it more difficult to maintain friendships and extended families.
28. To develop good interpersonal skills, you need to have stable and internal attributions.
29. Aunt Marge moved to Boston and now she feels lonely. She thinks that all Bostonians are arrogant and rude. Her attribution for not having friends is external and unstable.
30. Interpersonal skills are learned just as other skills, and they need to be practiced to become automatic.

SHORT ANSWER QUESTIONS

1. Please explain the concept of autonomy and give a relevant example.
2. Please explain in 2-3 sentences why interpersonal effectiveness is so essential in any relationship. Give a specific example to show what may happen if someone is low in interpersonal effectiveness.
3. Please explain how personal relationships are different from impersonal relationships along the four criteria your book discusses. Give an example for both from your own life.
4. We know that interpersonal relationships are essential. Please list at least 4 arguments why you think they are important.
5. Please explain how interpersonal relationships affect physical health.
6. Please explain how interpersonal relationships affect psychological health.
7. You have a highly ambitious friend, who is taking a lot of computer classes. Try to convince this friend that interpersonal relationships are at least as important to employability, productivity and career success as are technical competencies.
8. Please summarize the crude law of relationships, and give a relevant example that shows how this law works.
9. Please explain how physical isolation is different from loneliness.
10. Please list a 3 ways how modern lifestyle made loneliness more prevalent than it was a hundred years ago.
11. Let's assume you have a distant friend who suffers from loneliness. Once when talking to her, you find out that she has an external and stable causal attribution style. What does that mean? Give an example. Also, discuss what you could tell her to help.
12. Please explain how the steps in experiential learning can help you to acquire a new skill.

