

2

Understanding Your Self

2.1 MULTIPLE CHOICE

- 2.1-1. Your self-concept answers two simple questions: Who are you, and
- a. how do you feel about yourself?
 - b. how do you feel about others?
 - c. what influences how you feel about yourself?
 - d. what makes you *you*?
 - e. where do you come from?

Answer: d

Skill Level: Factual

Difficulty: 2. Moderate

Page Ref: 21

LO: 2.1

Topic: Self-Concept

- 2.1-2. Tracy is passed over for a promotion and raise because he is often late to work and misses deadlines. He wants to make himself look good to his friends, so he tells them that the company is tightening up its budget and isn't promoting anyone. What strategy is Tracy using to maintain a positive self-concept and to make himself look good to his friends?
- a. He attributes his success to his abilities and his failures to external factors.
 - b. He views evidence depicting him unfavorably as accurate.
 - c. He remembers only positive aspects of what others said about him.
 - d. He compares himself to others who make him look good.
 - e. He monitors his own behavior.

Answer: a

Skill Level: Applied

Difficulty: 3. Hard

Page Ref: 22

LO: 2.1

Topic: Self-Concept

- 2.1-3. Which of the following sources of self-concept is reflected in the following statement? “I am a twenty-three year old Mexican American who was born in Texas, graduated from University of Texas at Austin with a degree in Finance, and am now working for a start-up company in California.”
- social comparison
 - social judgments
 - self-observation
 - self-identification
 - self-monitoring
- Answer: d
Skill Level: Understand
Difficulty: 2. Moderate
Page Ref: 23
LO: 2.1
Topic: Self-Concept
- 2.1-4. Self-observation describes the process of
- understanding who you are.
 - building bonds with others.
 - reflecting your cultural affiliations.
 - interpreting your actual performance and your behavior.
 - taking responsibility for your actions.
- Answer: d
Skill Level: Factual
Difficulty: 1. Easy
Page Ref: 23
LO: 2.1
Topic: Self-Concept
- 2.1-5. Self-identification is the way in which your
- self-concept informs who you are.
 - relationships reflect your self-esteem.
 - self-concept reflects your cultural affiliations, the various roles you assume, and your experiences.
 - interpretations influence your behavior.
 - self-concept determines how you adapt to your surroundings.
- Answer: c
Skill Level: Factual
Difficulty: 1. Easy
Page Ref: 23
LO: 2.1
Topic: Self-Concept
- 2.1-6. Janet is a teacher who knows that she should behave as an authority figure in the classroom. What concept about self-identification best explains the pattern of behavior expected of Janet while she is teaching?
- esteem
 - roles
 - habits
 - concepts
 - individualism
- Answer: b
Skill Level: Applied
Difficulty: 2. Moderate
Page Ref: 23
LO: 2.1
Topic: Self-Concept

- 2.1-7. Some researchers claim that the huge number of social media communities with constantly changing contexts, significant others, and reference groups make it difficult for anyone
- a. to establish a stable reference point.
 - b. to establish community.
 - c. to develop a stable self identity.
 - d. to understand self-esteem.
 - e. to develop self-worth.

Answer: c

Skill Level: Factual

Difficulty: 2. Moderate

Page Ref: 24

LO: 2.1

Topic: Self-Concept

- 2.1-8. _____ represents your judgments about yourself.
- a. Self-concept
 - b. Self-worth
 - c. Self-appraisal
 - d. Self-esteem
 - e. Self-identification

Answer: d

Skill Level: Factual

Difficulty: 1. Easy

Page Ref: 24

LO: 2.2

Topic: Self-Esteem

- 2.1-9. When Jing-Mei was younger, she was obsessed with getting approval from others. When taking an interpersonal communication class, she realized that she had the ability to stand up for herself in appropriate ways in order to satisfy her needs and pursue her goals. She is now practicing
- a. self-acceptance.
 - b. self-responsibility.
 - c. self-assertiveness.
 - d. purposeful living.
 - e. personal integrity.

Answer: c

Skill Level: Applied

Difficulty: 2. Moderate

Page Ref: 25

LO: 2.2

Topic: Self-Esteem

- 2.1-10. If you behave in ways that are consistent with your values and beliefs, you are practicing
- a. self-acceptance.
 - b. self-concept.
 - c. self-talk.
 - d. purposeful living.
 - e. personal integrity.

Answer: e

Skill Level: Factual

Difficulty: 2. Moderate

Page Ref: 25

LO: 2.2

Topic: Self-Esteem

- 2.1-11. Which answer is the best example of positive self-talk that replaces the following example of a negative self-talk statement? “I’m going to fail the exam questions about strategies for improving self-esteem.”
- “This test is too difficult and too long for me to finish in the amount of time I’ve been given to take it.”
 - “I should have read the textbook more carefully.”
 - “The instructor didn’t tell us self-talk would be on the test.”
 - “I understand the concept of self-esteem and should be able to figure out the right answers.”
 - “This is a well-written exam that demonstrates the complex challenge of understanding self.”

Answer: d

Skill Level: Applied

Difficulty: 3. Hard

Page Ref: 25

LO: 2.2

Topic: Self-Esteem

- 2.1-12. The textbook’s list of strategies for improving your self-esteem provides an exception to each strategy. What is the exception for the strategy “practice positive self-talk”?

- but not as an excuse
- but don’t try to control everything
- but respect the needs of others
- but understand and respect others
- but listen to others, too

Answer: e

Skill Level: Factual

Difficulty: 2. Moderate

Page Ref: 25

LO: 2.2

Topic: Self-esteem

- 2.1-13. Maria thinks that she is going to do poorly on her exam because she’s been told that most students do poorly on this instructor’s tests. She tells herself that she will probably get a low grade. When the exam is graded, Maria, in fact, does poorly on it. What barrier to self-esteem does Maria’s thinking exhibit?

- self-distortion
- self-fulfilling prophecy
- self-presentation
- self-preservation
- self-identification

Answer: b

Skill Level: Applied

Difficulty: 2. Moderate

Page Ref: 26

LO: 2.2

Topic: Self-Esteem

- 2.1-14. Which of the following concepts about *self* describes your ability to observe and control how you express yourself verbally and nonverbally when interacting with others?

- self-concept
- self-disclosure
- self-monitoring
- self-fulfilling prophecies
- self-esteem

Answer: c

Skill Level: Factual

Difficulty: 2. Moderate

Page Ref: 27

LO: 2.3

Topic: Self-Presentation

2.1-15. Which of the following items describes people who are high self-monitors?

- a. They feel awkward in the company of others.
- b. They have never been good at games like charades.
- c. They can only argue for ideas in which they already believe.
- d. They can change their behavior to suit different people and situations.
- e. They do not change their opinions or behaviors to please others or win their favor.

Answer: d

Skill Level: Applied

Difficulty: 2. Moderate

Page Ref: 27

LO: 2.3

Topic: Self-Presentation

2.1-16. Terrell believes he is going to fail his final exam. What question can help him avoid this self-fulfilling prophecy?

- a. “Why do I care about the outcome?”
- b. “Why am I making these predictions?”
- c. “Why do I think I have to do better?”
- d. “What have other people done to contribute to this feeling?”
- e. “Have I predicted this behavior before?”

Answer: b

Skill Level: Application

Difficulty: 2. Moderate

Page Ref: 27

LO: 2.2

Topic: Self-Esteem

2.1-17. Which impression management strategy is illustrated in the following example? “Humbly requests or appeals for help from others.”

- a. ingratiation
- b. self-promotion
- c. exemplification
- d. supplication
- e. intimidation

Answer: d

Skill Level: Factual

Difficulty: 2. Moderate

Page Ref: 29

LO: 2.3

Topic: Self-Presentation

2.1-18. Which impression management strategy is illustrated in the following example? “Agrees with others, gives compliments, and does favors for other people.”

- a. ingratiation
- b. self-promotion
- c. exemplification
- d. supplication
- e. intimidation

Answer: a

Skill Level: Factual

Difficulty: 2. Moderate

Page Ref: 28

LO: 2.3

Topic: Self-Presentation

- 2.1-19. Impression management strategies should be selected with care because they have the potential to backfire and annoy others rather than enhance your image. For example, you should engage in supplication but not
- bullying or brutality.
 - in public.
 - bigheaded bragging.
 - endless whining.
 - phony flattery.

Answer: d

Skill Level: Understand

Difficulty: 2. Moderate

Page Ref: 28

LO: 2.3

Topic: Self-Presentation

- 2.1-20. Which impression management strategy is illustrated in the following example? “Demonstrates willingness and ability to use threats to subdue or control others.”
- ingratiation
 - self-promotion
 - exemplification
 - supplication
 - intimidation

Answer: e

Skill Level: Factual

Difficulty: 2. Moderate

Page Ref: 29

LO: 2.3

Topic: Self-Presentation

- 2.1-21. _____ is the process through which you select, organize, and interpret sensory stimuli in the world around you.

- Perception
- Promotion
- Self-monitoring
- Supplication
- Personal reflection

Answer: a

Skill Level: Factual

Difficulty: 1. Easy

Page Ref: 29

LO: 2.4

Topic: Perception

- 2.1-22. You go to a lunch meeting with Hannah and immediately notice that she is missing an earring, that she isn't wearing her usual professional make-up, and that she's breathing hard when she sits down. What part of the perception process have you used?
- the figure-ground principle
 - selection
 - organization
 - interpretation
 - evaluation

Answer: b

Skill Level: Applied

Difficulty: 2. Moderate

Page Ref: 30

LO: 2.4

Topic: Perception

2.1-23. If Emma daydreams while her instructor is lecturing, what stage has she skipped in the three-step perceptual process?

- a. selection
- b. organization
- c. interpretation
- d. synthesis
- e. evaluation

Answer: a

Skill Level: Applied

Difficulty: 2. Moderate

Page Ref: 30

LO: 2.4

Topic: Perception

2.1-24. Our tendency to only subject ourselves to messages that are consistent with what we already believe is called

- a. selective exposure.
- b. selective attention.
- c. selective interpretation.
- d. selective recall.
- e. selective organization.

Answer: a

Skill Level: Factual

Difficulty: 1. Easy

Page Ref: 31

LO: 2.4

Topic: Perception

2.1-25. Omar watches the same news station every evening because he agrees with their viewpoint on current events. Omar's choice of that one station demonstrates which of the selective processes?

- a. selective exposure
- b. selective attention
- c. selective interpretation
- d. selective recall
- e. selective organization

Answer: a

Skill Level: Applied

Difficulty: 2. Moderate

Page Ref: 31

LO: 2.4

Topic: Perception

2.1-26. When we alter the meaning of messages so they become consistent with what we believe, we are practicing which selective process?

- a. selective exposure
- b. selective attention
- c. selective interpretation
- d. selective recall
- e. selective organization

Answer: c

Skill Level: Factual

Difficulty: 1. Easy

Page Ref: 31

LO: 2.4

Topic: Perception

- 2.1-27. When you remember positive and negative messages and experiences in a way that is consistent with what you already believe about yourself and your encounters with others, you are practicing which selective process?

- a. selective exposure
- b. selective attention
- c. selective interpretation
- d. selective recall
- e. selective organization

Answer: d

Skill Level: Factual

Difficulty: 1. Easy

Page Ref: 31

LO: 2.4

Topic: Perception

- 2.1-28. A new family in town has joined a local church and enrolled their children in the Sunday morning religious school. Members welcome the family by inviting the parents to join the adult prayer group on Wednesdays. The parents explain that they are not very religious, but have joined the church because they believe in providing a religious education for their children. What perceptual principle explains this scenario?

- a. proximity principle
- b. similarity principle
- c. closure principle
- d. simplicity principle
- e. selection principle

Answer: b

Skill Level: Applied

Difficulty: 3. Hard

Page Ref: 32

LO: 2.4

Topic: Perception

- 2.1-29. While waiting to buy movie tickets, Brent sees three friends leaving the theatre. They are laughing hysterically. Brent assumes that the film must be very funny. What organizational principle of perception is Brent using?

- a. Peter principle
- b. simultaneous principle
- c. closure principle
- d. simplicity principle
- e. complexity principle

Answer: d

Skill Level: Applied

Difficulty: 2. Moderate

Page Ref: 32

LO: 2.4

Topic: Perception

- 2.1-30. When two individuals share a trait, we may also assume they have other things in common. This is an example of the
- proximity principle.
 - closure principle.
 - similarity principle.
 - simplicity principle.
 - complexity principle.

Answer: c

Skill Level: Understand

Difficulty: 2. Moderate

Page Ref: 32

LO: 2.4

Topic: Perception

- 2.1-31. In terms of *perception*, different cultures may *not*
- experience the world in similar ways.
 - select, organize and interpret stimuli.
 - process information.
 - apply the simplicity principle.
 - engage in selective perception.

Answer: a

Skill Level: Factual

Difficulty: 2. Moderate

Page Ref: 32

LO: 2.4

Topic: Perception

- 2.1-32. Which communication element is represented in the perception checking guidelines when you ask the following question: How could your perceptions affect the way you use verbal and nonverbal behavior to convey a message?

- structure
- context
- purpose
- others
- expression

Answer: e

Skill Level: Factual

Difficulty: 2. Moderate

Page Ref: 33

LO: 2.4

Topic: Perception

- 2.1-33. The fear or anxiety associated with either real or anticipated communication with another person or persons is referred to as

- self-concept.
- feedback.
- communication apprehension.
- social tension.
- confidence.

Answer: c

Skill Level: Factual

Difficulty: 1. Easy

Page Ref: 34

LO: 2.5

Topic: Communication Apprehension and Confidence

- 2.1-34. Your friend experiences very high levels of communication apprehension. You know this is true because you hear her say things like “I know I’ll bomb on the oral report” or “I can’t stand up for myself when I talk to Jim or Barbara.” Which of the following strategies would you recommend to help your friend reduce her communication apprehension?

- a. relaxation
- b. cognitive restructuring
- c. visualization
- d. systematic desensitization
- e. practice

Answer: b

Skill Level: Applied

Difficulty: 2. Moderate

Page Ref: 35

LO: 2.5

Topic: Communication Apprehension and Confidence

- 2.1-35. Communication scholar James McCroskey makes all of the following claims about the nature of communication apprehension *except*:

- a. it permeates every facet of an individual’s life.
- b. it is an inborn neurobiological trait.
- c. it affects major decisions about our lives.
- d. it affects our behavior in many communication settings.
- e. it is a trait that can easily be changed.

Answer: e

Skill Level: Understand

Difficulty: 2. Moderate

Page Ref: 35

LO: 2.5

Topic: Communication Apprehension and Confidence

- 2.1-36. Carlos is about to make an important presentation. He admits he is very nervous and hopes that he remembers to avoid saying “and uh” or “um” as he speaks. Which of the following fears probably underlies his communication apprehension?

- a. fear of failure
- b. fear of the unknown
- c. fear of others
- d. fear of breaking the rules
- e. fear of the spotlight

Answer: d

Skill Level: Applied

Difficulty: 2. Moderate

Page Ref: 36

LO: 2.5

Topic: Communication Apprehension and Confidence

- 2.1-37. Jamie has a job interview and feels stressed because he has never been to the office building and he doesn't know what to expect from the interview. What is the source of Jamie's communication apprehension?
- a. fear of failure
 - b. fear of the unknown
 - c. fear of others
 - d. fear of breaking the rules
 - e. fear of the spotlight

Answer: b

Skill Level: Applied

Difficulty: 2. Moderate

Page Ref: 36

LO: 2.5

Topic: Communication Apprehension and Confidence

- 2.1-38. When using systematic desensitization as a method of reducing communication apprehension, you begin by trying to relax while visualizing a nonthreatening communicative act. Which of the following situations would be a good choice for your initial visualization?
- a. You are introducing yourself to a group in which you are the only new member.
 - b. You have been appointed the chairperson of a meeting.
 - c. You are having a casual conversation with a coworker before a meeting.
 - d. You have been asked to make a presentation, but do not have enough time to prepare.
 - e. Your boss has just asked you a difficult question.

Answer: c

Skill Level: Applied

Difficulty: 3. Hard

Page Ref: 37

LO: 2.5

Topic: Communication Apprehension and Confidence

2.2 TRUE/FALSE

- 2.2-1. You are always changing and *becoming*.

Answer: True

Skill Level: Factual

Difficulty: 1. Easy

Page Ref: 21

LO: 2.1

Topic: Self-Concept

- 2.2-2. Throughout your lifetime, your self-concept is a permanent characteristic of who you are.

Answer: False

Skill Level: Factual

Difficulty: 1. Easy

Page Ref: 21

LO: 2.1

Topic: Self-Concept

- 2.2-3. We have a tendency to compare ourselves to others who make us look good.

Answer: True

Skill Level: Understand

Difficulty: 2. Moderate

Page Ref: 22

LO: 2.1

Topic: Self-Concept

- 2.2-4. When you shift roles, your behavior often changes.
Answer: True
Skill Level: Factual
Difficulty: 1. Easy
Page Ref: 23
LO: 2.1
Topic: Self-Concept
- 2.2-5. The absence of real, face-to-face interactions makes it easier to distort aspects of your self.
Answer: True
Skill Level: Factual
Difficulty: 1. Easy
Page Ref: 24
LO: 2.1
Topic: Self-Concept
- 2.2-6. Strategies for improving your self-esteem include practicing self-assertiveness, personal integrity, and self-talk.
Answer: True
Skill Level: Factual
Difficulty: 1. Easy
Page Ref: 25
LO: 2.2
Topic: Self-Esteem
- 2.2-7. A self-fulfilling prophecy is a prediction you make that you cause to happen or become true.
Answer: True
Skill Level: Factual
Difficulty: 1. Easy
Page Ref: 26
LO: 2.2
Topic: Self-Esteem
- 2.2-8. Sociologist Erving Goffman claims that we do assume a social identity that others help us to maintain.
Answer: True
Skill Level: Factual
Difficulty: 2. Moderate
Page Ref: 27
LO: 2.3
Topic: Self-Presentation
- 2.2-9. Self-monitoring describes your ability to observe and control how you express yourself verbally and nonverbally when interacting with others.
Answer: True
Skill Level: Factual
Difficulty: 1. Easy
Page Ref: 27
LO: 2.3
Topic: Self-Presentation

- 2.2-10. High self-monitors rarely compliment other people because they know that others already see them in a positive light.
Answer: False
Skill Level: Factual
Difficulty: 2. Moderate
Page Ref: 27
LO: 2.3
Topic: Self-Presentation
- 2.2-11. Impression management represents the strategies you use to shape others' impressions of you in order to gain influence, power, sympathy, or approval.
Answer: True
Skill Level: Factual
Difficulty: 1. Easy
Page Ref: 28
LO: 2.3
Topic: Self-Presentation
- 2.2-12. High self-monitors are often oblivious to how others see them and may "march to their own, different, drum."
Answer: False
Skill Level: Factual
Difficulty: 2. Moderate
Page Ref: 28
LO: 2.3
Topic: Self-Presentation
- 2.2-13. The impression management strategy of exemplification requires that you practice what you preach.
Answer: True
Skill Level: Factual
Difficulty: 1. Easy
Page Ref: 28
LO: 2.3
Topic: Self-Presentation
- 2.2-14. You can successfully engage in self-promotion as an impression management strategy as long as you don't do it in public.
Answer: False
Skill Level: Understand
Difficulty: 2. Moderate
Page Ref: 28
LO: 2.3
Topic: Self-Presentation
- 2.2-15. You can successfully engage in ingratiation as an impression management strategy as long as you don't engage in phony flattery.
Answer: True
Skill Level: Understand
Difficulty: 2. Moderate
Page Ref: 28
LO: 2.3
Topic: Self-Presentation

- 2.1-16. In his book, *Emotional Intelligence*, Daniel Goleman asserts that people with greater certainty about their feelings are better pilots of their lives.
Answer: True
Skill Level: Factual
Difficulty: 2. Moderate
Page Ref: 29
LO: 2.1
Topic: Self-Concept
- 2.1-17. The impression management strategy of supplication involves making others feel resourceful and helpful in addition to expressing your need for help from them.
Answer: True
Skill Level: Factual
Difficulty: 1. Easy
Page Ref: 29
LO: 2.3
Topic: Self-Presentation
- 2.1-18. You should always avoid using the impression management strategy of intimidation.
Answer: False
Skill Level: Factual
Difficulty: 1. Easy
Page Ref: 29
LO: 2.3
Topic: Self-Presentation
- 2.1-19. You use your senses to notice and choose from the many stimuli surrounding you.
Answer: True
Skill Level: Factual
Difficulty: 1. Easy
Page Ref: 30
LO: 2.4
Topic: Perception
- 2.1-20. Context does not influence how you organize information.
Answer: False
Skill Level: Factual
Difficulty: 1. Easy
Page Ref: 31
LO: 2.4
Topic: Perception
- 2.1-21. Your culture plays a significant role in the perception process. For example, when asked to group three objects together—a chicken, grass, and a cow—people from Western cultures are more likely to put the chicken and the cow together because they are both animals. East Asians, however, are more likely to pair the cow and the grass because cows eat grass.
Answer: True
Skill Level: Applied
Difficulty: 2. Moderate
Page Ref: 32
LO: 2.4
Topic: Perception

- 2.1-22. The basic mental process of perception (selection, organization, and interpretation) is the same for all cultures.
Answer: True
Skill Level: Factual
Difficulty: 2. Moderate
Page Ref: 32
LO: 2.4
Topic: Perception
- 2.1-23. The closure principle of perception explains why we often fill in missing elements to form a more complete impression of an object, person, or event.
Answer: True
Skill Level: Understand
Difficulty: 2. Moderate
Page Ref: 32
LO: 2.4
Topic: Perception
- 2.1-24. The simplicity principle of perception explains why the closer objects, events, and people are to one another, the more likely you will perceive them as belonging together.
Answer: False
Skill Level: Understand
Difficulty: 2. Moderate
Page Ref: 32
LO: 2.4
Topic: Perception
- 2.1-25. In terms of the communication element of *self*, the perception-checking guidelines involve assessing how your personal biases, level of self-awareness, and cultural background affect your perceptions.
Answer: True
Skill Level: Factual
Difficulty: 2. Moderate
Page Ref: 33
LO: 2.4
Topic: Perception
- 2.1-26. In terms of the communication element of *structure*, the perception-checking guidelines involve assessing how psychosocial, logistical, and interactional communication contexts affect your perceptions and the perceptions of others.
Answer: False
Skill Level: Factual
Difficulty: 2. Moderate
Page Ref: 33
LO: 2.4
Topic: Perception
- 2.1-27. According to researcher James McCroskey, communication apprehension is *not* a permanent personal trait that can be eliminated by taking a good public speaking course.
Answer: False
Skill Level: Factual
Difficulty: 2. Moderate
Page Ref: 34
LO: 2.5
Topic: Communication Apprehension and Confidence

- 2.1-28. Communication apprehension can occur in a variety of settings such as at work, at school, and in interpersonal conversations.
Answer: True
Skill Level: Factual
Difficulty: 1. Easy
Page Ref: 34
LO: 2.4
Topic: Communication Apprehension and Confidence
- 2.1-29. You may be able to reduce your level of communication apprehension by thoroughly preparing for a communication situation that can transform the unfamiliar into something familiar.
Answer: True
Skill Level: Understand
Difficulty: 2. Moderate
Page Ref: 35
LO: 2.5
Topic: Communication Apprehension and Confidence
- 2.1-30. You may be able to reduce your level of communication apprehension by concentrating on yourself—how you sound and look—rather than on your message.
Answer: False
Skill Level: Understand
Difficulty: 2. Moderate
Page Ref: 35
LO: 2.5
Topic: Communication Apprehension and Confidence
- 2.1-31. Cognitive restructuring is a relaxation and visualization technique that involves learning to relax while visualizing various communication situations.
Answer: False
Skill Level: Factual
Difficulty: 2. Moderate
Page Ref: 35
LO: 2.5
Topic: Communication Apprehension and Confidence
- 2.1-32. Many researchers claim that the fear of a negative evaluation is the number one cause of communication anxiety.
Answer: True
Skill Level: Factual
Difficulty: 2. Moderate
Page Ref: 36
LO: 2.5
Topic: Communication Apprehension and Confidence
- 2.1-33. Daniel Goleman notes that practice can improve performance because simulating an act is—to your brain—the same as performing it.
Answer: True
Skill Level: Factual
Difficulty: 2. Moderate
Page Ref: 37
LO: 2.5
Topic: Communication Apprehension and Confidence

2.3 ESSAY

- 2.3-1. Describe the two of the four factors influencing self-concept and provide illustrations for each of the factors.
Skill Level: Understand
Difficulty: 2. Moderate
Page Ref: 21
LO: 2.1
Topic: Self-Concept
- 2.3-2. Using the concept of self-identification, discuss the ways in which your culture and background affect your self-concept.
Skill Level: Applied
Difficulty: 3. Hard
Page Ref: 23
LO: 2.1
Topic: Self-Concept
- 2.3-3. Scholars disagree on whether online communication harms or promotes the development of self-concept. Describe both sides in this argument. Choose one of these positions and defend your beliefs about the effects of online communication on a person's self-concept.
Skill Level: Applied
Difficulty: 3. Hard
Page Ref: 24
LO: 2.1
Topic: Self-Concept
- 2.3-4. What is a self-fulfilling prophecy? Provide two examples to demonstrate your understanding of this concept. Provide two questions you should ask yourself if you want to avoid the self-fulfilling prophecy trap.
Skill Level: Applied
Difficulty: 3. Hard
Page Ref: 26
LO: 2.2
Topic: Self-Esteem
- 2.3-5. If you were writing a book about strategies for improving self-esteem, what would it be titled? What would the three chapters be called? Also, write a brief description of each chapter.
Skill Level: Applied
Difficulty: 3. Hard
Page Ref: 25–26
LO: 2.2
Topic: Self-Esteem
- 2.3-6. How can self-monitoring help you adapt to others by appearing and speaking in a socially appropriate manner?
Skill Level: Applied
Difficulty: 3. Hard
Page Ref: 27
LO: 2.3
Topic: Self-Presentation

- 2.3-7. In order to maintain a positive self-concept, we engage in impression management. Describe three of the five impression management strategies we use to make ourselves look good and explain what can happen if we use them inappropriately.
Skill Level: Applied
Difficulty: 3. Hard
Page Ref: 28–29
LO: 2.3
Topic: Self-Presentation
- 2.3-8. Your textbook discusses four selective processes—selective exposure, selective attention, selective recall, and selective interpretation. Choose and explain two of the four processes. Demonstrate your understanding by providing examples of how these processes affect human communication behavior.
Skill Level: Understand
Difficulty: 2. Moderate
Page Ref: 30–31
LO: 2.4
Topic: Perception
- 2.3-9. Discuss how context influences the way you organize information. Provide at least two illustrations in your answer.
Skill Level: Understand
Difficulty: 2. Moderate
Page Ref: 31
LO: 2.4
Topic: Perception
- 2.3-10. Your textbook discusses five factors that influence your interpretation of the stimuli you select and organize—past experiences, knowledge, expectations, attitudes, and relational involvement. Choose and explain three of these factors. Demonstrate your understanding by providing examples of how these factors affect human communication behavior.
Skill Level: Understand
Difficulty: 3. Hard
Page Ref: 32–34
LO: 2.4
Topic: Perception
- 2.3-11. Your textbook discusses four perception principles—proximity, similarity, closure, and simplicity—that influence how you organize or categorize information. Choose and explain two of those principles. Demonstrate your understanding by providing examples of how these principles affect human communication behavior.
Skill Level: Understand
Difficulty: 3. Hard
Page Ref: 32
LO: 2.4
Topic: Perception
- 2.3-12. Perception checking requires you to become aware of how you select, organize, and interpret sensory stimuli; whether you consider alternative interpretations; and whether you try to verify your perceptions with others. Discuss how applying the seven key competencies of effective communication to the perception-checking process is a way to improve your perception. Provide examples to illustrate your understanding of perception checking.
Skill Level: Understand
Difficulty: 3. Hard
Page Ref: 33
LO: 2.4
Topic: Perception

- 2.3-13. The ethical communication feature about perception in your textbook asks you to consider how another person may perceive a situation differently than you do. Describe an example from your own life where someone has seen the same situation differently than you have.
Skill Level: Applied
Difficulty: 2. Moderate
Page Ref: 24
LO: 2.4
Topic: Perception
- 2.3-14. Your textbook describes three methods that can help you relax, rethink, and re-vision the way you think about communication and communication apprehension. Describe two of these strategies and explain why they work.
Skill Level: Applied
Difficulty: 3. Hard
Page Ref: 35–36
LO: 2.5
Topic: Communication Apprehension and Confidence
- 2.3-15. Your textbook describes several sources of communication apprehension. Identify three sources and explain why and how these factors contribute to a person's individual level of communication anxiety.
Skill Level: Understand
Difficulty: 2. Moderate
Page Ref: 36
LO: 2.5
Topic: Communication Apprehension and Confidence
- 2.3-16. What is your score on the Personal Report of Communication Apprehension assessment at the end of Chapter 1? Is your overall PRCA score high, average, or low? What does your score tell you about how your level of apprehension? If your score is high or average, what strategies are most likely to help *you* reduce your level of communication apprehension? If you score is low, how can you help *others* reduce their level of communication apprehension?
Skill Level: Applied
Difficulty: 3
Page Ref: 38
LO: 2.5
Topic: Communication Apprehension and Confidence