

Chapter 02

Personality, Stress, Learning, and Perception

True / False Questions

1. People with an internal locus of control are closed to new experiences to improve performance.

True False

2. Locus of control is a two-dimensional personality classification method.

True False

3. According to the Big Five Model of Personality, people characterized by assertiveness, ambition, and energy are generally strong in dominance.

True False

4. Emotional stability is important in dealing with situations that need efficiency under pressure.

True False

5. The Myers-Briggs Type Indicator (MBTI) identifies one's personality inclinations for certain ways of feeling and leading.

True False

6. Stressors are similar in respect to how they affect different individuals.

True False

7. Stress is an individual matter.

True False

8. Some stress helps improve performance.

True False

9. People with Type B personalities are likely to have more stress than those with Type A personalities.

True False

10. Chronic stress can lead to burnout.

True False

11. Exercise, nutrition, relaxation, positive thinking, and a good support system help in tackling stress.

True False

12. Today it is generally agreed that intelligence is a product of genetics and not of the environment.

True False

13. Accommodators rely more on other people for information than on technical analysis.

True False

14. We tend to get along better with people who have the same learning style as ourselves.

True False

15. Stereotyping is our tendency to see things from a narrow focus that directly affects us.

True False

16. People sometimes selectively pick information they want to hear and ignore information they don't want to hear. This phenomenon is called frame of reference.

True False

17. We perceive, select, organize, and interpret information as we expect it to appear.

True False

18. Selective exposure influences job selection.

True False

19. During the four-minute barrier, a person is unable to make a good impression on another person.

True False

20. Dressing like a successful person in the organization during one's job interview might send out signals of overconfidence.

True False

21. Facial expressions convey feelings more accurately than words.

True False

22. Discussing controversial topics and expression of personal views is best avoided especially during the four-minute barrier.

True False

Multiple Choice Questions

23. Which of the following is a characteristic of Type A personality?

A. Easy-goingness

B. Apathetic

C. Time consciousness

D. Patience

24. ____ believe that they have little control over their performance and are closed to new experiences.
- A. Externalizers
 - B. Internalizers
 - C. Extroverts
 - D. Type A personalities
25. ____ is a continuum representing one's belief as to whether external or internal forces determine one's destiny.
- A. Surgency
 - B. Locus of control
 - C. Perceptual congruence
 - D. Conscientiousness
26. Jerry is a considerate person and is liberal in accepting the changes in his organization. Owing to his gregarious nature, Jerry has a lot of friends where he works. He finds it easy to establish a rapport with people. Which of the following personality dimensions would best define the trait described in the scenario?
- A. Surgency
 - B. Adjustment
 - C. Agreeableness
 - D. Conscientiousness

27. People weak in _____ want to be followers.

- A. adjustment
- B. conscientiousness
- C. openness to experience
- D. surgency

28. Which of the following are common traits of people with a strong surgency personality dimension?

- A. Laid-back or easygoing
- B. Avoiding change and new things
- C. Poor under pressure, nervous, insecure, moody
- D. Impatient, assertive, active, and ambitious

29. Richard is unambitious and prefers spending most of his time by himself. His colleagues consider him to be aloof and insecure. He finds it difficult to work under high pressure situations, and often blames his colleagues. Richard's personality is:

- A. high in surgency.
- B. low in conscientiousness.
- C. low in agreeableness.
- D. high in adjustment.

30. Which of the following characterize people with a strong adjustment personality type?

- A. Energetic, assertive, active, and ambitious, with an interest in getting ahead
- B. Cold, difficult, uncompassionate, unfriendly, and unsociable
- C. Good under pressure, relaxed, secure, and positive
- D. Imaginative, intellectual, open-minded, autonomous, and creative

31. Credibility, persistence, and organization are terms that describe the traits of _____.

- A. weak adjustment
- B. high conscientiousness
- C. high agreeableness
- D. weak surgency

32. Daniel, the supervisor of a team of financial analysts, aims to become a manager. He is confident about his ideas in the workplace. Daniel always gives precise instructions to his team members and expects them to follow the instructions. Which of the following personality dimensions best describes Daniel's behavior?

- A. High surgency
- B. Low conscientiousness
- C. High adjustment
- D. Low openness to experience

33. Kenneth will complete his probation as a teller by the end of this month. Over the past six months he has proved to be tenacious and capable. He diligently follows the bank's standards and works systematically. Which of the following personality dimensions best describes Kenneth's traits?

- A. Low surgency
- B. High agreeableness
- C. Low adjustment
- D. High conscientiousness

34. Joanne's colleagues praise her ability to remain calm under all circumstances. She is secure about her professional skills and can perform well under pressure. Which of the following personality dimensions best describes Joanne's traits?

- A. Weak surgency
- B. High adjustment
- C. Weak conscientiousness
- D. High openness to experience

35. A person with a high score on the openness to experience personality dimension is likely to be:

- A. cooperative, tolerant, compassionate, and friendly.
- B. emotionally stable, good under pressure, relaxed, secure, and positive.
- C. imaginative, intellectual, autonomous, and creative.
- D. energetic, assertive, active, and ambitious.

36. _____ identifies an individual's personality based on his or her four inclinations for certain ways of thinking and behaving.

- A. The Locus of Control Model
- B. The Birkman Method
- C. The Myers-Briggs Type Indicator
- D. The Personality Assessment System

37. "I'm always in a hurry and it upsets me to change my routine." What type of stressor does this statement reveal?

- A. Organizational climate
- B. Management behavior
- C. Personality type
- D. Job satisfaction

38. "In our department, there is a lot of competition and conflict." What type of stressor does this statement reveal?

- A. Organizational climate
- B. Management behavior
- C. Environmental stressor
- D. Job satisfaction

39. "My boss is constantly checking up on me and telling me what to do." What type of stressor does this statement reveal?

- A. Organizational climate
- B. Management behavior
- C. Environmental stressor
- D. Job satisfaction

40. "My job is very demanding and monotonous. Because of my work, I often get a headache by the end of the day." What type of stressor does this statement reveal?

- A. Organizational climate
- B. Management behavior
- C. Environmental stressor
- D. Job satisfaction

41. Nelson has been busy preparing for his final exams for the past few months. A few days before the exam, as a result of the high pressure to perform well, he loses his interest and motivation to study. Which of the following does Nelson experience?

- A. Tensile stress
- B. Temporary burnout
- C. Bipolar disorder
- D. Panic attack

42. _____ is the level of one's capacity for learning, problem solving, and decision making.

- A. Surgency
- B. Intelligence
- C. Attitude
- D. Perception

43. _____ prefer to learn by doing and feeling.

- A. Accommodators
- B. Divergers
- C. Convergers
- D. Assimilators

44. _____ prefer to learn by observing and feeling.

- A. Accommodators
- B. Divergers
- C. Convergers
- D. Assimilators

45. Hands-on experience works best for _____.

- A. assimilators
- B. divergers
- C. convergers
- D. accommodators

46. ____ have the ability to view concrete situations from many different points of view.

- A. Assimilators
- B. Convergers
- C. Divergers
- D. Accommodators

47. Which of the following is a characteristic of divergers?

- A. They tend to learn primarily from hands-on experience.
- B. They take their time gathering and analyzing many alternatives.
- C. They tend to be more concerned with abstract ideas and concepts than with people.
- D. They prefer learning by doing and thinking.

48. ____ prefer to learn by doing and thinking.

- A. Accommodators
- B. Divergers
- C. Convergers
- D. Assimilators

49. ____ seek practical uses for information and focus on solutions.

- A. Accommodators
- B. Divergers
- C. Assimilators
- D. Convergers

50. Which of the following characterizes convergers?

- A. They usually act on gut feelings.
- B. They have the ability to view concrete situations from many different points of view.
- C. They seek practical uses for information.
- D. They prefer dealing with interpersonal issues than with technical tasks and problems.

51. _____ prefer dealing with technical tasks and problems than with interpersonal issues.

- A. Divergers
- B. Assimilators
- C. Accommodators
- D. Convergers

52. _____ prefer to learn by observing and thinking.

- A. Assimilators
- B. Divergers
- C. Accommodators
- D. Convergers

53. _____ tend to be more concerned with abstract ideas and concepts than with people.

- A. Divergers
- B. Assimilators
- C. Accommodators
- D. Convergers

54. Kendall relies on his instinct to determine which designs appeal to people. He bases his decisions on his interactions with people, rather than on statistical analysis of consumer behavior. What is his learning style?

- A. Accommodator
- B. Diverger
- C. Converger
- D. Assimilator

55. Kathy enjoys brainstorming. She gathers all the facts and analyzes a situation from multiple perspectives, before making a decision. As a result, she sometimes misses opportunities. What is her preferred learning style?

- A. Accommodator
- B. Diverger
- C. Converger
- D. Assimilator

56. Beth prefers to learn new skills on the job, rather than in training sessions. Her decisions are based on instinct, and not on technical analysis. Which of the following is Beth's learning style?

- A. Accommodator
- B. Diverger
- C. Converger
- D. Assimilator

57. Albert is a sales representative at Maxim Insurance, Inc. He tends to make quick decisions based primarily on input from people, and without much analysis. Albert likes being a sales rep as it gives him the freedom to set sales schedules and challenges him to close sales. He learns well through training sessions involving role playing. Which of the following is Albert's learning style?

- A. Accommodator
- B. Diverger
- C. Converger
- D. Assimilator

58. Chris works as a nurse at Dayton Community Hospital. He took up this profession as he enjoys interacting with people and helping them. Chris spends a lot of time gathering information and weighing multiple alternatives, before making any decision. Chris has learned a lot about nursing by watching other nurses. Which of the following is his learning style?

- A. Accommodator
- B. Diverger
- C. Converger
- D. Assimilator

59. Dennis is an accountant and likes dealing with numbers and concrete accounting processes. He is always willing to help his colleagues in solving the problems; though he avoids personal interactions with them. Although Dennis enjoyed college, he believes one really learns about accounting when one gets on the job. Which of the following is Dennis's learning style?
- A. Accommodator
 - B. Diverger
 - C. Converger
 - D. Assimilator
60. Debra is a marketing researcher at Dale Manufacturers Inc. She enjoys gathering data and compiling information. Debra always follows scientific procedures when conducting research. She believes that although questionnaires are useful, watching people select products in stores provide more valuable information. Which of the following is Debra's learning style?
- A. Accommodator
 - B. Diverger
 - C. Converger
 - D. Assimilator
61. Assimilators differ from divergers in that assimilators:
- A. prefer learning by doing and feeling.
 - B. tend to learn primarily from hands-on experience.
 - C. prefer dealing with technical tasks and problems.
 - D. tend to learn by observing and thinking.

62. Alvin tells his parents "We don't see things the same way because you are old and I am young."
What type of perception bias does Alvin have?

- A. Projection
- B. Frame of reference
- C. Expectations
- D. Selective exposure

63. The term _____ refers to a person's interpretation of reality.

- A. emotional intelligence
- B. attitude
- C. perception
- D. emotion

64. _____ is the process of generalizing the behavior of all members of a group.

- A. Rationalizing
- B. Internalizing
- C. Stereotyping
- D. Marginalizing

65. Which of the following terms refers to our tendency to see things from a narrow focus that directly affects us?

- A. Projection
- B. Expectation
- C. Selective exposure
- D. Frame of reference

66. "Terry constantly accuses Ted and Betty of being careless about their work, when in reality she has made more accounting errors than they have." What type of perception bias does Terry have?

- A. Projection
- B. Frame of reference
- C. Expectations
- D. Selective exposure

67. Ashley is often inattentive when her boss is speaking to her. She says "I often don't listen to what my boss is saying, since I can predict what he is going to say." What type of perception bias does this statement reflect?

- A. Projection
- B. Frame of reference
- C. Expectations
- D. Selective exposure

68. Which of the following is a defense mechanism that involves attributing one's attitudes or shortcomings to others?

- A. Projection
- B. Introspection
- C. Perceptual congruence
- D. Surgency

69. _____ refers to the degree to which people see things the same way.

- A. Projection
- B. Selective exposure
- C. Perceptual congruence
- D. Frame of reference

70. The _____ is the time we have to make a good impression.

- A. threshold period
- B. four-minute barrier
- C. frame of reference
- D. six-minute sell

71. _____ refers to the way people perceive one another during their first impressions.

- A. Transition effect
- B. Primacy effect
- C. Impression management
- D. Selective exposure

72. _____ is the average duration in which people make up their minds to continue the contact or separate during social situations.

- A. The one-minute barrier
- B. The perceptual period
- C. The four-minute sell
- D. The transition period

73. Laura meets Cindy, the owner of a well-known advertising agency in Los Angeles, at a social gathering. Laura wants to make the first impression good, so that she can intern at Cindy's firm. Which of the following, if true, would help Laura make a favorable first impression?

- A. During the first four minutes of their conversation, Laura brings up a controversial topic and states her opinion regarding the issue.
- B. Laura maintains eye contact while introducing herself to Cindy.
- C. Before leaving the gathering, Laura asks Cindy for her contact details so that she can keep in touch.
- D. Laura spends a long time talking to Cindy.

Short Answer Questions

74. Describe your Big Five personality profile.

75. Select a present or past boss and describe how his or her personality profile affected behavior, human relations, and performance in your department.

76. What was your stress personality type score and letter? Should you work at changing your personality type? Explain why or why not. Will you change?

77. Following the controlling stress plan, (1) identify your major stressor, (2) determine its cause and consequences, and (3) develop a plan to eliminate or decrease the stress. Identify each step in your answer.

78. Of the five ways to eliminate or decrease stress, which do you do best? Which needs the most improvement and why? What will you do, if anything, to improve in that area?

79. What is your preferred learning style? Are the characteristics of the style a good description of you? Explain. Can you change your learning style?

80. Think about the person you enjoy or have enjoyed working with the most. Identify that person's learning style. Is it the same as yours? What is it that you enjoy about the person?

81. Think about the person you dislike or have disliked working with the most. Identify that person's learning style. Is it the same as yours? What is it that you dislike about the person?
82. Give an example of when you and another person experienced the same situation but perceived it differently. Which of the six biases affecting perception was responsible for the difference in perception? Explain your answer.

83. Give examples of situations when others formed a positive and a negative first impression of you. Explain the causes (appearance, nonverbal communication, behavior) of those impressions?

84. Which area of projecting a positive image (appearance, nonverbal communication, behavior) are you strongest in? Which one are you weakest in? Explain your answers. What will you do to project a more positive image in the future?

85. Which personality traits exhibited by others tend to irritate you? Which of your personality traits tend to irritate others? How can you improve your personality?

86. Do you think that the Big Five Model of Personality or the Myers-Briggs Type Indicator is a more effective measure of personality?

87. Which cause of stress do you think is the major contributor to employee stress in organizations? What can organizations do to help eliminate or reduce employee stress?

88. Do you agree that intelligence (general mental ability) is the most valid predictor of job performance? Should organizations give an IQ test and hire based on the results? Why or why not?

89. How do you know if your perception or that of others is the correct interpretation of reality?

90. Is it ethical to judge and stereotype people based on a few seconds or minutes during first impressions? How do your first impressions help and hinder your human relations?

Essay Questions

91. Describe the Big Five personality dimensions.

92. How can personality profiling be used to improve be our relations with other people?

93. Describe how one can deal with extroverts and introverts.

94. List the causes of stress, and describe how to be more effective at controlling stress.

95. Describe the four learning styles.

96. Describe six biases affecting perception.

97. Explain the primacy effect and the four-minute barrier.

98. Explain the importance of first impressions and how to project a positive image.

Fill in the Blank Questions

99. _____ is a relatively stable set of traits that helps to explain and predict individual behavior.

100. People with a(n) _____ locus of control believe that they have little control over their performance.

101. The _____ personality dimension includes leadership and extroversion traits.

102. _____ identify individual strong and weak traits.

103. _____ is the constant lack of interest and motivation to perform one's job because of stress.

104. Andrew, who steals money from his father's wallet, says "All children lie to their parents." _____ is the perception bias evident in Andrew's statement.

105. _____ refers to the degree to which people see things the same way.

106. The _____ is the way people perceive one another during their first impressions.

107. The _____ is the time we have to make a good impression.

108. Our _____ is other people's attitudes toward us.

109. After a person notices our appearance and nonverbal expressions, he or she observes our

_____.

Chapter 02 Personality, Stress, Learning, and Perception **Answer Key**

True / False Questions

1. People with an internal locus of control are closed to new experiences to improve
(p. 31) performance.

FALSE

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-01 Describe the Big Five personality dimensions.

2. Locus of control is a two-dimensional personality classification method.
(p. 31)

TRUE

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-01 Describe the Big Five personality dimensions.

3. According to the Big Five Model of Personality, people characterized by assertiveness,
(p. 33) ambition, and energy are generally strong in dominance.

TRUE

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-01 Describe the Big Five personality dimensions.

4. Emotional stability is important in dealing with situations that need efficiency under pressure.
(p. 33)

TRUE

Blooms: Understand

Difficulty: 2 Medium

Learning Objective: 02-01 Describe the Big Five personality dimensions.

5. The Myers-Briggs Type Indicator (MBTI) identifies one's personality inclinations for certain
(p. 36) ways of feeling and leading.

FALSE

Blooms: Understand

Difficulty: 2 Medium

Learning Objective: 02-02 Explain the benefits of understanding and identifying personality profiles.

6. Stressors are similar in respect to how they affect different individuals.
(p. 37)

FALSE

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-03 Describe your stress personality type.

7. Stress is an individual matter.
(p. 37)

TRUE

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-03 Describe your stress personality type.

8. Some stress helps improve performance.

(p. 37)

TRUE

Blooms: Understand

Difficulty: 1 Easy

Learning Objective: 02-03 Describe your stress personality type.

9. People with Type B personalities are likely to have more stress than those with Type A

(p. 38) personalities.

FALSE

Blooms: Understand

Difficulty: 1 Easy

Learning Objective: 02-04 List causes of stress; and describe how to be more effective at controlling stress.

10. Chronic stress can lead to burnout.

(p. 39)

TRUE

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-04 List causes of stress; and describe how to be more effective at controlling stress.

11. Exercise, nutrition, relaxation, positive thinking, and a good support system help in tackling

(p. 39- stress.

40)

TRUE

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-04 List causes of stress; and describe how to be more effective at controlling stress.

12. Today it is generally agreed that intelligence is a product of genetics and not of the
(p. 41) environment.

FALSE

Blooms: Understand

Difficulty: 2 Medium

Learning Objective: 02-04 List causes of stress; and describe how to be more effective at controlling stress.

13. Accommodators rely more on other people for information than on technical analysis.
(p. 44)

TRUE

Blooms: Understand

Difficulty: 2 Medium

Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.

14. We tend to get along better with people who have the same learning style as ourselves.
(p. 44)

TRUE

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.

15. Stereotyping is our tendency to see things from a narrow focus that directly affects us.
(p. 45)

FALSE

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-06 Describe six biases affecting perception.

16. People sometimes selectively pick information they want to hear and ignore information they don't want to hear. This phenomenon is called frame of reference.

FALSE

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-06 Describe six biases affecting perception.

17. We perceive, select, organize, and interpret information as we expect it to appear.

TRUE

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-06 Describe six biases affecting perception.

18. Selective exposure influences job selection.

FALSE

Blooms: Understand

Difficulty: 2 Medium

Learning Objective: 02-06 Describe six biases affecting perception.

19. During the four-minute barrier, a person is unable to make a good impression on another person.

FALSE

Blooms: Understand

Difficulty: 2 Medium

Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image.

20. Dressing like a successful person in the organization during one's job interview might send out
(p. 48) signals of overconfidence.

FALSE

Blooms: Understand

Difficulty: 2 Medium

Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image.

21. Facial expressions convey feelings more accurately than words.
(p. 48)

TRUE

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image.

22. Discussing controversial topics and expression of personal views is best avoided especially
(p. 48) during the four-minute barrier.

TRUE

Blooms: Understand

Difficulty: 2 Medium

Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image.

Multiple Choice Questions

23. Which of the following is a characteristic of Type A personality?

(p. 30)

- A. Easy-goingness
- B. Apathetic
- C. Time consciousness
- D. Patience

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-01 Describe the Big Five personality dimensions.

24. _____ believe that they have little control over their performance and are closed to new experiences.

(p. 31)

- A. Externalizers
- B. Internalizers
- C. Extroverts
- D. Type A personalities

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-01 Describe the Big Five personality dimensions.

25. _____ is a continuum representing one's belief as to whether external or internal forces
(p. 31) determine one's destiny.

- A. Surgency
- B. Locus of control**
- C. Perceptual congruence
- D. Conscientiousness

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-01 Describe the Big Five personality dimensions.

26. Jerry is a considerate person and is liberal in accepting the changes in his organization. Owing
(p. 33) to his gregarious nature, Jerry has a lot of friends where he works. He finds it easy to establish
a rapport with people. Which of the following personality dimensions would best define the trait
described in the scenario?

- A. Surgency
- B. Adjustment
- C. Agreeableness**
- D. Conscientiousness

Blooms: Apply

Difficulty: 2 Medium

Learning Objective: 02-01 Describe the Big Five personality dimensions.

Type: AS

27. People weak in _____ want to be followers.

(p. 33)

- A. adjustment
- B. conscientiousness
- C. openness to experience
- D. surgency

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-01 Describe the Big Five personality dimensions.

28. Which of the following are common traits of people with a strong surgency personality dimension?

(p. 33)

- A. Laid-back or easygoing
- B. Avoiding change and new things
- C. Poor under pressure, nervous, insecure, moody
- D. Impatient, assertive, active, and ambitious

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-01 Describe the Big Five personality dimensions.

29. Richard is unambitious and prefers spending most of his time by himself. His colleagues
(p. 33) consider him to be aloof and insecure. He finds it difficult to work under high pressure situations, and often blames his colleagues. Richard's personality is:

- A. high in surgency.
- B. low in conscientiousness.
- C. low in agreeableness.
- D. high in adjustment.

Blooms: Apply

Difficulty: 2 Medium

Learning Objective: 02-01 Describe the Big Five personality dimensions.

Type: SB

30. Which of the following characterize people with a strong adjustment personality type?
(p. 33)

- A. Energetic, assertive, active, and ambitious, with an interest in getting ahead
- B. Cold, difficult, uncompassionate, unfriendly, and unsociable
- C. Good under pressure, relaxed, secure, and positive
- D. Imaginative, intellectual, open-minded, autonomous, and creative

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-01 Describe the Big Five personality dimensions.

31. Credibility, persistence, and organization are terms that describe the traits of ____.

(p. 33)

- A. weak adjustment
- B. high conscientiousness**
- C. high agreeableness
- D. weak surgency

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-01 Describe the Big Five personality dimensions.

32. Daniel, the supervisor of a team of financial analysts, aims to become a manager. He is confident about his ideas in the workplace. Daniel always gives precise instructions to his team members and expects them to follow the instructions. Which of the following personality dimensions best describes Daniel's behavior?

(p. 33)

- A. High surgency**
- B. Low conscientiousness
- C. High adjustment
- D. Low openness to experience

Blooms: Apply

Difficulty: 2 Medium

Learning Objective: 02-01 Describe the Big Five personality dimensions.

Type: AS

33. Kenneth will complete his probation as a teller by the end of this month. Over the past six
(p. 33) months he has proved to be tenacious and capable. He diligently follows the bank's standards and works systematically. Which of the following personality dimensions best describes Kenneth's traits?

- A. Low surgency
- B. High agreeableness
- C. Low adjustment
- D. High conscientiousness

Blooms: Apply

Difficulty: 2 Medium

Learning Objective: 02-01 Describe the Big Five personality dimensions.

Type: AS

34. Joanne's colleagues praise her ability to remain calm under all circumstances. She is secure
(p. 33) about her professional skills and can perform well under pressure. Which of the following personality dimensions best describes Joanne's traits?

- A. Weak surgency
- B. High adjustment
- C. Weak conscientiousness
- D. High openness to experience

Blooms: Apply

Difficulty: 2 Medium

Learning Objective: 02-01 Describe the Big Five personality dimensions.

Type: AS

35. A person with a high score on the openness to experience personality dimension is likely to

(p. 33- be:

34)

- A. cooperative, tolerant, compassionate, and friendly.
- B. emotionally stable, good under pressure, relaxed, secure, and positive.
- C. imaginative, intellectual, autonomous, and creative.
- D. energetic, assertive, active, and ambitious.

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-01 Describe the Big Five personality dimensions.

36. _____ identifies an individual's personality based on his or her four inclinations for certain ways

(p. 36) of thinking and behaving.

- A. The Locus of Control Model
- B. The Birkman Method
- C. The Myers-Briggs Type Indicator
- D. The Personality Assessment System

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-02 Explain the benefits of understanding and identifying personality profiles.

37. "I'm always in a hurry and it upsets me to change my routine." What type of stressor does this
(p. 38) statement reveal?

- A. Organizational climate
- B. Management behavior
- C. Personality type
- D. Job satisfaction

Blooms: Apply

Difficulty: 2 Medium

Learning Objective: 02-04 List causes of stress; and describe how to be more effective at controlling stress.

Type: AS

38. "In our department, there is a lot of competition and conflict." What type of stressor does this
(p. 38) statement reveal?

- A. Organizational climate
- B. Management behavior
- C. Environmental stressor
- D. Job satisfaction

Blooms: Apply

Difficulty: 2 Medium

Learning Objective: 02-04 List causes of stress; and describe how to be more effective at controlling stress.

Type: AS

39. "My boss is constantly checking up on me and telling me what to do." What type of stressor
(p. 38) does this statement reveal?

- A. Organizational climate
- B. Management behavior**
- C. Environmental stressor
- D. Job satisfaction

Blooms: Apply

Difficulty: 2 Medium

Learning Objective: 02-04 List causes of stress; and describe how to be more effective at controlling stress.

Type: AS

40. "My job is very demanding and monotonous. Because of my work, I often get a headache by
(p. 38) the end of the day." What type of stressor does this statement reveal?

- A. Organizational climate
- B. Management behavior
- C. Environmental stressor
- D. Job satisfaction**

Blooms: Apply

Difficulty: 2 Medium

Learning Objective: 02-04 List causes of stress; and describe how to be more effective at controlling stress.

Type: AS

41. Nelson has been busy preparing for his final exams for the past few months. A few days
(p. 39) before the exam, as a result of the high pressure to perform well, he loses his interest and
motivation to study. Which of the following does Nelson experience?

- A. Tensile stress
- B. Temporary burnout**
- C. Bipolar disorder
- D. Panic attack

Blooms: Apply

Difficulty: 2 Medium

Learning Objective: 02-04 List causes of stress; and describe how to be more effective at controlling stress.

Type: AS

42. _____ is the level of one's capacity for learning, problem solving, and decision making.
(p. 41)

- A. Surgency
- B. Intelligence**
- C. Attitude
- D. Perception

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-04 List causes of stress; and describe how to be more effective at controlling stress.

43. _____ prefer to learn by doing and feeling.

(p. 44)

- A. Accommodators
- B. Divergers
- C. Convergers
- D. Assimilators

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.

44. _____ prefer to learn by observing and feeling.

(p. 44)

- A. Accommodators
- B. Divergers
- C. Convergers
- D. Assimilators

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.

45. Hands-on experience works best for _____.

(p. 44)

- A. assimilators
- B. divergers
- C. convergers
- D. accommodators

Blooms: Remember

Difficulty: 2 Medium

Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.

46. _____ have the ability to view concrete situations from many different points of view.

(p. 44)

- A. Assimilators
- B. Convergers
- C. Divergers**
- D. Accommodators

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.

47. Which of the following is a characteristic of divergers?

(p. 44)

- A. They tend to learn primarily from hands-on experience.
- B. They take their time gathering and analyzing many alternatives.**
- C. They tend to be more concerned with abstract ideas and concepts than with people.
- D. They prefer learning by doing and thinking.

Blooms: Understand

Difficulty: 1 Easy

Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.

48. _____ prefer to learn by doing and thinking.

(p. 44)

- A. Accommodators
- B. Divergers
- C. Convergers
- D. Assimilators

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.

49. _____ seek practical uses for information and focus on solutions.

(p. 44)

- A. Accommodators
- B. Divergers
- C. Assimilators
- D. Convergers

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.

50. Which of the following characterizes convergers?

(p. 44)

- A. They usually act on gut feelings.
- B. They have the ability to view concrete situations from many different points of view.
- C. They seek practical uses for information.
- D. They prefer dealing with interpersonal issues than with technical tasks and problems.

Blooms: Understand

Difficulty: 1 Easy

Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.

51. _____ prefer dealing with technical tasks and problems than with interpersonal issues.

(p. 44)

- A. Divergers
- B. Assimilators
- C. Accommodators
- D. Convergers

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.

52. _____ prefer to learn by observing and thinking.

(p. 44)

- A. Assimilators
- B. Divergers
- C. Accommodators
- D. Convergers

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.

53. _____ tend to be more concerned with abstract ideas and concepts than with people.

(p. 44)

- A. Divergers
- B. Assimilators**
- C. Accommodators
- D. Convergents

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.

54. Kendall relies on his instinct to determine which designs appeal to people. He bases his
(p. 44) decisions on his interactions with people, rather than on statistical analysis of consumer behavior. What is his learning style?

- A. Accommodator**
- B. Diverger
- C. Converger
- D. Assimilator

Blooms: Apply

Difficulty: 2 Medium

Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.

Type: SB

55. Kathy enjoys brainstorming. She gathers all the facts and analyzes a situation from multiple
(p. 44) perspectives, before making a decision. As a result, she sometimes misses opportunities.
What is her preferred learning style?

A. Accommodator
B. Diverger
C. Converger
D. Assimilator

Blooms: Apply

Difficulty: 2 Medium

Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.

Type: AS

56. Beth prefers to learn new skills on the job, rather than in training sessions. Her decisions are
(p. 44) based on instinct, and not on technical analysis. Which of the following is Beth's learning
style?

A. Accommodator
B. Diverger
C. Converger
D. Assimilator

Blooms: Apply

Difficulty: 2 Medium

Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.

Type: AS

57. Albert is a sales representative at Maxim Insurance, Inc. He tends to make quick decisions
(p. 44) based primarily on input from people, and without much analysis. Albert likes being a sales rep as it gives him the freedom to set sales schedules and challenges him to close sales. He learns well through training sessions involving role playing. Which of the following is Albert's learning style?

- A. Accommodator
- B. Diverger
- C. Converger
- D. Assimilator

Blooms: Apply

Difficulty: 3 Hard

Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.

Type: AS

58. Chris works as a nurse at Dayton Community Hospital. He took up this profession as he
(p. 44) enjoys interacting with people and helping them. Chris spends a lot of time gathering information and weighing multiple alternatives, before making any decision. Chris has learned a lot about nursing by watching other nurses. Which of the following is his learning style?

- A. Accommodator
- B. Diverger
- C. Converger
- D. Assimilator

Blooms: Apply

Difficulty: 3 Hard

Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.

Type: SB

59. Dennis is an accountant and likes dealing with numbers and concrete accounting processes.
(p. 44) He is always willing to help his colleagues in solving the problems; though he avoids personal interactions with them. Although Dennis enjoyed college, he believes one really learns about accounting when one gets on the job. Which of the following is Dennis's learning style?

A. Accommodator
B. Diverger
C. Converger
D. Assimilator

Blooms: Apply

Difficulty: 3 Hard

Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.

Type: AS

60. Debra is a marketing researcher at Dale Manufacturers Inc. She enjoys gathering data and
(p. 44) compiling information. Debra always follows scientific procedures when conducting research. She believes that although questionnaires are useful, watching people select products in stores provide more valuable information. Which of the following is Debra's learning style?

A. Accommodator
B. Diverger
C. Converger
D. Assimilator

Blooms: Apply

Difficulty: 3 Hard

Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.

Type: AS

61. Assimilators differ from divergers in that assimilators:

(p. 44)

- A. prefer learning by doing and feeling.
- B. tend to learn primarily from hands-on experience.
- C. prefer dealing with technical tasks and problems.
- D. tend to learn by observing and thinking.

Blooms: Understand

Difficulty: 1 Easy

Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.

62. Alvin tells his parents "We don't see things the same way because you are old and I am

(p. 45) young." What type of perception bias does Alvin have?

- A. Projection
- B. Frame of reference
- C. Expectations
- D. Selective exposure

Blooms: Apply

Difficulty: 2 Medium

Learning Objective: 02-06 Describe six biases affecting perception.

Type: AS

63. The term _____ refers to a person's interpretation of reality.

(p. 45)

- A. emotional intelligence
- B. attitude
- C. perception
- D. emotion

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-06 Describe six biases affecting perception.

64. _____ is the process of generalizing the behavior of all members of a group.

(p. 45)

- A. Rationalizing
- B. Internalizing
- C. Stereotyping
- D. Marginalizing

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-06 Describe six biases affecting perception.

65. Which of the following terms refers to our tendency to see things from a narrow focus that

(p. 45) directly affects us?

- A. Projection
- B. Expectation
- C. Selective exposure
- D. Frame of reference

Blooms: Remember

Difficulty: 2 Medium

Learning Objective: 02-06 Describe six biases affecting perception.

66. "Terry constantly accuses Ted and Betty of being careless about their work, when in reality (p. 46) she has made more accounting errors than they have." What type of perception bias does Terry have?

- A. Projection
- B. Frame of reference
- C. Expectations
- D. Selective exposure

Blooms: Apply

Difficulty: 2 Medium

Learning Objective: 02-06 Describe six biases affecting perception.

Type: AS

67. Ashley is often inattentive when her boss is speaking to her. She says "I often don't listen to (p. 46) what my boss is saying, since I can predict what he is going to say." What type of perception bias does this statement reflect?

- A. Projection
- B. Frame of reference
- C. Expectations
- D. Selective exposure

Blooms: Apply

Difficulty: 2 Medium

Learning Objective: 02-06 Describe six biases affecting perception.

Type: AS

68. Which of the following is a defense mechanism that involves attributing one's attitudes or
(p. 46) shortcomings to others?

- A. Projection
- B. Introspection
- C. Perceptual congruence
- D. Surgency

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-06 Describe six biases affecting perception.

69. _____ refers to the degree to which people see things the same way.
(p. 47)

- A. Projection
- B. Selective exposure
- C. Perceptual congruence
- D. Frame of reference

Blooms: Remember

Difficulty: 2 Medium

Learning Objective: 02-06 Describe six biases affecting perception.

70. The _____ is the time we have to make a good impression.
(p. 47)

- A. threshold period
- B. four-minute barrier
- C. frame of reference
- D. six-minute sell

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image.

71. _____ refers to the way people perceive one another during their first impressions.

(p. 47)

- A. Transition effect
- B. Primacy effect**
- C. Impression management
- D. Selective exposure

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image.

72. _____ is the average duration in which people make up their minds to continue the contact or

(p. 47) separate during social situations.

- A. The one-minute barrier
- B. The perceptual period
- C. The four-minute sell**
- D. The transition period

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image.

73. Laura meets Cindy, the owner of a well-known advertising agency in Los Angeles, at a social gathering. Laura wants to make the first impression good, so that she can intern at Cindy's firm. Which of the following, if true, would help Laura make a favorable first impression?
- (p. 47-48)
- A. During the first four minutes of their conversation, Laura brings up a controversial topic and states her opinion regarding the issue.
 - B. Laura maintains eye contact while introducing herself to Cindy.**
 - C. Before leaving the gathering, Laura asks Cindy for her contact details so that she can keep in touch.
 - D. Laura spends a long time talking to Cindy.

Blooms: Apply

Difficulty: 2 Medium

Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image.

Type: SB

Short Answer Questions

74. Describe your Big Five personality profile.

(p. 31-34)

Student answers will vary; additional sample answers may be found in the IM.

Blooms: Apply

Difficulty: 2 Medium

Learning Objective: 02-01 Describe the Big Five personality dimensions.

Type: Work Application

75. Select a present or past boss and describe how his or her personality profile affected
(p. 33- behavior, human relations, and performance in your department.
35)

Student answers will vary; additional sample answers may be found in the IM.

Blooms: Analyze

Difficulty: 2 Medium

Learning Objective: 02-02 Explain the benefits of understanding and identifying personality profiles.

Type: Work Application

76. What was your stress personality type score and letter? Should you work at changing your
(p. 37- personality type? Explain why or why not. Will you change?
38)

Student answers will vary; additional sample answers may be found in the IM.

Blooms: Apply

Difficulty: 3 Hard

Learning Objective: 02-04 List causes of stress; and describe how to be more effective at controlling stress.

Type: Work Application

77. Following the controlling stress plan, (1) identify your major stressor, (2) determine its cause
(p. 37- and consequences, and (3) develop a plan to eliminate or decrease the stress. Identify each
40) step in your answer.

Student answers will vary; additional sample answers may be found in the IM.

Blooms: Analyze

Difficulty: 3 Hard

Learning Objective: 02-04 List causes of stress; and describe how to be more effective at controlling stress.

Type: Work Application

78. Of the five ways to eliminate or decrease stress, which do you do best? Which needs the most improvement and why? What will you do, if anything, to improve in that area?
(p. 37-41)

Student answers will vary; additional sample answers may be found in the IM.

Blooms: Analyze

Difficulty: 3 Hard

Learning Objective: 02-04 List causes of stress; and describe how to be more effective at controlling stress.

Type: Work Application

79. What is your preferred learning style? Are the characteristics of the style a good description of you? Explain. Can you change your learning style?
(p. 42-44)

Student answers will vary; additional sample answers may be found in the IM.

Blooms: Analyze

Difficulty: 3 Hard

Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.

Type: Work Application

80. Think about the person you enjoy or have enjoyed working with the most. Identify that person's learning style. Is it the same as yours? What is it that you enjoy about the person?
(p. 42-44)

Student answers will vary; additional sample answers may be found in the IM.

Blooms: Analyze

Difficulty: 3 Hard

Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.

Type: Work Application

81. Think about the person you dislike or have disliked working with the most. Identify that person's learning style. Is it the same as yours? What is it that you dislike about the person?
(p. 42-44)

Student answers will vary; additional sample answers may be found in the IM.

Blooms: Analyze

Difficulty: 3 Hard

Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.

Type: Work Application

82. Give an example of when you and another person experienced the same situation but perceived it differently. Which of the six biases affecting perception was responsible for the difference in perception? Explain your answer.
(p. 45-46)

Student answers will vary; additional sample answers may be found in the IM.

Blooms: Analyze

Difficulty: 3 Hard

Learning Objective: 02-06 Describe six biases affecting perception.

Type: Work Application

83. Give examples of situations when others formed a positive and a negative first impression of you. Explain the causes (appearance, nonverbal communication, behavior) of those impressions?
- (p. 47-49)

Student answers will vary; additional sample answers may be found in the IM.

Blooms: Apply

Difficulty: 2 Medium

Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image.

Type: Work Application

84. Which area of projecting a positive image (appearance, nonverbal communication, behavior) are you strongest in? Which one are you weakest in? Explain your answers. What will you do to project a more positive image in the future?
- (p. 47-49)

Student answers will vary; additional sample answers may be found in the IM.

Blooms: Apply

Difficulty: 2 Medium

Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image.

Type: Work Application

85. Which personality traits exhibited by others tend to irritate you? Which of your personality traits
(p. 34- tend to irritate others? How can you improve your personality?
35)

Student answers will vary; additional sample answers may be found in the IM.

Blooms: Analyze

Difficulty: 2 Medium

Learning Objective: 02-02 Explain the benefits of understanding and identifying personality profiles.

Type: Communication Skills

86. Do you think that the Big Five Model of Personality or the Myers-Briggs Type Indicator is a
(p. 31- more effective measure of personality?
36)

Student answers will vary; additional sample answers may be found in the IM.

Blooms: Analyze

Difficulty: 2 Medium

Learning Objective: 02-02 Explain the benefits of understanding and identifying personality profiles.

Type: Communication Skills

87. Which cause of stress do you think is the major contributor to employee stress in
(p. 37- organizations? What can organizations do to help eliminate or reduce employee stress?
40)

Student answers will vary; additional sample answers may be found in the IM.

Blooms: Analyze

Difficulty: 2 Medium

Learning Objective: 02-04 List causes of stress; and describe how to be more effective at controlling stress.

Type: Communication Skills

88. Do you agree that intelligence (general mental ability) is the most valid predictor of job performance? Should organizations give an IQ test and hire based on the results? Why or why not?
(p. 41)

Student answers will vary; additional sample answers may be found in the IM.

Blooms: Analyze

Difficulty: 3 Hard

Learning Objective: 02-04 List causes of stress; and describe how to be more effective at controlling stress.

Type: Communication Skills

89. How do you know if your perception or that of others is the correct interpretation of reality?
(p. 45-47)

Student answers will vary; additional sample answers may be found in the IM.

Blooms: Analyze

Difficulty: 3 Hard

Learning Objective: 02-06 Describe six biases affecting perception.

Type: Communication Skills

90. Is it ethical to judge and stereotype people based on a few seconds or minutes during first impressions? How do your first impressions help and hinder your human relations?
(p. 47-49)

Student answers will vary; additional sample answers may be found in the IM.

Blooms: Analyze

Difficulty: 3 Hard

Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image.

Type: Communication Skills

Essay Questions

91. Describe the Big Five personality dimensions.

(p. 31-

33)

The Big Five Model of Personality categorizes traits into the dimensions of surgency, agreeableness, adjustment, conscientiousness, and openness to experience. The surgency personality dimension includes leadership and extroversion traits. Unlike surgency behavior to get ahead of others, the agreeableness personality dimension includes traits related to getting along with people. The adjustment personality dimension includes traits related to emotional stability. The conscientiousness personality dimension includes traits related to achievement. The openness to experience personality dimension includes traits related to being willing to change and try new things.

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-01 Describe the Big Five personality dimensions.

92. How can personality profiling be used to improve be our relations with other people?

(p. 34-
35)

People are different, and we should deal with them as individuals. To improve our human relations, it is helpful for us to adjust our behavior based on the other person's personality type. First, we have to understand the personality types and determine an individual's personality profile. And then we select the behavior we will use to match the other person's personality type.

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-02 Explain the benefits of understanding and identifying personality profiles.

93. Describe how one can deal with extroverts and introverts.

(p. 35)

First, we have to understand the personality types and determine an individual's personality profile. Next, we select the behavior we will use to match the other person's personality type. How to deal with extroverts and introverts is presented below.

Extroverts: They like to talk, so be talkative while showing an interest in them and talking about things they are interested in. If you are not really talkative, ask them questions to get them to do the talking.

Introverts: Take it slow. Be laid-back and don't pressure them, but try to draw them out by asking questions they can easily answer. Ask for ideas and opinions. Don't worry about moments of silence; introverts often like to think before they respond.

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-02 Explain the benefits of understanding and identifying personality profiles.

94. List the causes of stress, and describe how to be more effective at controlling stress.

(p. 38-39)

Causes of stress include: personality type, organizational climate, management behavior, and the degree of job satisfaction. Stress can be better controlled by following a three-stage plan. The controlling stress plan includes step 1, identify stressors; step 2, determine their causes and consequences; and step 3, plan to eliminate or decrease the stress. The five ways recommended to help eliminate or decrease stress are exercise, nutrition, relaxation, positive thinking, and support systems.

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-04 List causes of stress; and describe how to be more effective at controlling stress.

95. Describe the four learning styles.

(p. 44)

The four preferred learning styles are: accommodator, diverger, converger, and assimilator. Accommodators prefer learning by doing and feeling. Divergers prefer learning by observing and feeling. Convergers prefer learning by doing and thinking. Assimilators prefer learning by observing and thinking.

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.

96. Describe six biases affecting perception.

(p. 45-46)

1. Stereotyping - the process of generalizing behavior of all members of a group.
2. Frame of reference - refers to our tendency to see things from a narrow focus that directly affects us.
3. Expectations - we perceive, select, organize, and interpret information as we expect it to appear.
4. Selective exposure - tending to see and hear what we want to.
5. Projection - using defense mechanisms to justify our behavior.
6. Interest - what interests us affects our perception.

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-06 Describe six biases affecting perception.

97. Explain the primacy effect and the four-minute barrier.

(p. 47)

When we meet people, we form quick impressions of them. Social psychologists call this process the primacy effect. The primacy effect is the way people perceive one another during their first impressions. It is the "enduring effect" of first impressions. These first impressions establish the mental framework within which people view one another, so first impressions do matter.

The four-minute barrier is the time we have to make a good impression. It is also called the four-minute sell because it is the average time during which people make up their minds to continue the contact or separate during social situations. However, in business and social situations, the time could be less.

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image.

98. Explain the importance of first impressions and how to project a positive image.

(p. 47-
48)

First impressions establish the mental framework within which people view one another. During a short period of four minutes, human relations will be established, denied, or reconfirmed. If our first impressions are favorable, we tend to be nice to the person and continue the contact; if not, we end the contact. To project a positive first impression, we need to present a neat appearance, send positive nonverbal communications, and behave in a manner befitting the occasion.

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image.

Fill in the Blank Questions

99. _____ is a relatively stable set of traits that helps to explain and predict individual behavior.

(p. 30)

Personality

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-01 Describe the Big Five personality dimensions.

100. People with a(n) _____ locus of control believe that they have little control over their
(p. 31) performance.

external

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-01 Describe the Big Five personality dimensions.

101. The _____ personality dimension includes leadership and extroversion traits.
(p. 33)

surgency

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-01 Describe the Big Five personality dimensions.

102. _____ identify individual strong and weak traits.
(p. 34)

Personality profiles

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-02 Explain the benefits of understanding and identifying personality profiles.

103. _____ is the constant lack of interest and motivation to perform one's job because of stress.
(p. 39)

Burnout

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-04 List causes of stress; and describe how to be more effective at controlling stress.

104. Andrew, who steals money from his father's wallet, says "All children lie to their parents."

(p. 46) _____ is the perception bias evident in Andrew's statement.

Projection

Blooms: Apply

Difficulty: 2 Medium

Learning Objective: 02-06 Describe six biases affecting perception.

105. _____ refers to the degree to which people see things the same way.

(p. 47)

Perceptual congruence

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-06 Describe six biases affecting perception.

106. The _____ is the way people perceive one another during their first impressions.

(p. 47)

primacy effect

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image.

107. The _____ is the time we have to make a good impression.

(p. 47)

four-minute barrier

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image.

108. Our _____ is other peoples' attitudes toward us.

(p. 48)

image

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image.

109. After a person notices our appearance and nonverbal expressions, he or she observes our

(p. 48) _____.

behavior

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image.