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1. What does the term "self-concept" refer to?
    a. the way one believes others perceive her/his physiological, psychological, and social attributes
    b. the sum of one's psychological, social, and physical attributes as perceived by a significant other
    c. the sum of one's physiological, social, and psychological attributes as perceived by an impartial observer
    d. the sum of one's beliefs about his/her physical characteristics, intelligence, aptitudes, and social skills
ANSWER: d

2. Which term refers to the relatively stable set of perceptions you hold of yourself?
    a. self-concept
    b. self-esteem
    c. perceptual schemata
    d. psychological construct
ANSWER: a

3. Which statement best describes a person's self-concept?
    a. It involves evaluations of self-worth.
    b. It includes other people's opinion of you.
    c. It is always changing.
    d. It varies from person to person.
ANSWER: d

4. How is self-esteem related to self-concept?
    a. The two terms refer to the same concept.
    b. They both contribute to the evaluation one gives of his/her worth.
    c. Self-esteem is the part of the self-concept that evaluates self-worth.
    d. Self-concept is an aspect of self-esteem that involves beliefs about oneself.
ANSWER: c

5. What is a common behaviour in people who have low self-esteem?
    a. They have trouble criticizing others.
    b. They expect to be rejected by others.
    c. They are likely to approve of others in order to be accepted.
    d. They perform well when being watched because they fear disapproval.
ANSWER: b

6. What is a common behaviour in people who have high self-esteem?
    a. They are likely to think well of others.
    b. They don't perform well when being watched.
    c. They are unable to defend themselves against negative comments.
    d. They have less of a need to work hard for people who demand high standards.
ANSWER: a

7. Which statement best describes people with high self-esteem?
    a. They work harder for undemanding, less critical people.

b. They are likely to disapprove of others.

c. They perform well when being watched.

d. They have difficulty defending themselves against other's negative comments.

ANSWER: c

8. Which statement best describes people with low self-esteem?

a. They are likely to disapprove of others.

b. They perform well when being watched.

c. They work harder for people who demand high standards of performance.

d. They are able to defend themselves against negative comments of others.

ANSWER: a

9. Which characteristic is primarily influenced by social interactions rather than heredity?

a. extraversion

b. self-esteem

c. shyness

d. willingness to communicate

ANSWER: b

10. Jonas felt great after he received glowing feedback for his child and youth worker assignment. What concept is this an example of?

a. ego buster

b. ego booster

c. cognitive conservatism

d. social comparison

ANSWER: b

11. What are ego busters?

a. negative aspects of the self-concept

b. people who intentionally criticize others

c. psychological mechanisms for masking the true self-concept

d. people who influence another person's self-esteem negatively

ANSWER: d

12. What concept would being promoted to a more responsible job, being blamed by a friend for starting fights, and having your birthday forgotten contribute to?

a. defensiveness

b. self-concept

c. self-monitoring

d. social comparison

ANSWER: b

13. Which of the following best defines social comparison?

a. a person who's opinion is important enough to affect one's self-concept strongly

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    b. evaluating ourselves in terms of how we compare with others

    c. groups against which we compare ourselves, thereby influencing our self-concept and self-esteem

    d. the tendency to seek and attend to information that conforms to an existing self-concept

ANSWER: b

14. What powerfully shapes the self-concept?
    a. self-esteem
    b. self-monitoring
    c. significant others
    d. cognitive complexity

ANSWER: c

15. Which personality traits does biology account for?
    a. antagonistic, agreeable, stable, neurotic, extroversion
    b. extroversion, shyness, assertiveness, verbal aggression, overall willingness to communicate
    c. high self-esteem, strong self-concept, intelligence, energy levels
    d. friendly, polite, calm, sense of humor, happiness

ANSWER: b

16. Rob has always been quiet and reserved with lots of self-control. Which personality trait does Rob exhibit?
    a. not open
    b. extraverted
    c. introverted
    d. agreeable

ANSWER: c

17. What is the best definition for a significant other?
    a. a romantic partner
    b. a strong, positive influence
    c. a powerful adult that one looks up to
    d. a person who has affected one's self-concept

ANSWER: d

18. Which statement best describes a significant other?
    a. It is a supportive person.
    b. It is a person with significant goals.
    c. It is a person whose opinion we especially value.
    d. It is a person with whom there is a strong romantic attachment.

ANSWER: c

19. Lei cares deeply about what her professor thinks of her and wants her professor to have a good opinion of her. Which term best describes Lei's professor?
    a. reflective group
    b. generalized other

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    c. reference group

    d. significant other

ANSWER: d

20. Which term refers to the process of judging ourselves by how we think others evaluate or judge us?

    a. feedback

    b. reflected appraisal

    c. social comparison

    d. other-imposed self-fulfilling prophecy

ANSWER: b

21. Mark is a nursing student on placement at the hospital. He has received positive feedback on his performance from the other nursing staff that he is working with. Mark is feeling very good about his nursing skills and feels confident that he will be good at his job when he's done school. What is this an example of?

    a. ego booster

    b. ego buster

    c. social comparison

    d. reflected appraisal

ANSWER: d

22. Which of the following is most likely to involve social comparison?

    a. trying to improve your time in a running race

    b. providing feedback to an employee

    c. reflecting on how you've changed in the last year

    d. judging your attractiveness to others while working out at a busy gym

ANSWER: d

23. What are reference groups?

    a. people whose self-concepts we have influenced

    b. people whose self-esteem has been diminished

    c. groups against which we compare ourselves, thereby influencing our self-concept and self-esteem

    d. people who meet with others to improve self-esteem

ANSWER: c

24. Which of the following is an example of a reference group?

    a. a group of people involved in a research study

    b. your mother

    c. peers at school

    d. something that is of interest to you

ANSWER: c

25. Kelly is interested in taking an art class; however, none of her friends of family understands why she would want to do this. Kelly feels weird as a result and wonders if she should take the class. Which of the following are Kelly's friends and family?

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    a. a social comparison group

    b. a reference group

    c. a significant others group

    d. an influencing group

ANSWER: b

26. What is a characteristic of the self-concept?

    a. It is subject to distortion.

    b. It is primarily a product of our genetic inheritance.

    c. It can be easily changed if one has the will to change it.

    d. It changes day to day, depending on circumstances.

ANSWER: a

27. Which situation is an example of the result of distorted feedback?

    a. a misunderstanding when using mediated communication

    b. clinging to past failures even though they don't predict failure in the future

    c. believing that you are unattractive when this is unwarranted

    d. feeling the need to be perfect

ANSWER: c

28. Lacinda keeps thinking about the time she made a mistake with a client 10 years ago. As a result, she believes that she is a bad at her job. What does this scenario demonstrate?

    a. obsolete information

    b. distorted feedback

    c. perfection

    d. social expectations

ANSWER: a

29. Which of the following can create a self-image that is worse than the facts warrant?

    a. repeatedly failing at something

    b. focusing on one's strengths

    c. over thinking

    d. overly critical parents

ANSWER: d

30. Which of the following is an example of distorted feedback?

    a. Pete believes that he is amazing at everything. This is what his parents have told him.

    b. Pete believes that he is great at some things but there are things he could work on improving.

    c. Pete tells his colleague that she did a fantastic job on a project.

    d. Pete tells his colleague that the work she did on a project could be improved.

ANSWER: a

31. Billy believes that in order for him to be good at his job he must not make any mistakes. What does this scenario demonstrate?

    a. social expectations

    b. perfection

    c. distorted feedback

    d. obsolete information

ANSWER: b

32. Anas doesn't like to talk about his accomplishments. In his culture this is frowned upon. What does this demonstrate?

    a. social expectations

    b. perfection

    c. distorted feedback

    d. obsolete information

ANSWER: a

33. What is the best advice for someone to follow if he or she wants to feel more self-confident when meeting new people?

    a. Change your significant others.

    b. Reduce your focus on self-concept change.

    c. Disregard obsolete or inaccurate feedback.

    d. Compare yourself to a superior reference group.

ANSWER: c

34. Jessica received from feedback from her placement supervisor that she doesn't agree with. Jessica decides to ask her classmates what they think. What is this an example of?

    a. cognitive conservatism

    b. distorted feedback

    c. self-fulfilling prophecy

    d. subjective selection

ANSWER: a

35. Which term refers to the tendency to look for people who confirm our existing self-concept?

    a. cognitive conservatism

    b. self-fulfilling prophecy

    c. self-monitoring

    d. social-verification

ANSWER: a

36. Which statement best describes self-concept and change?

    a. In most cases people are eager to change their self-concept.

    b. In most cases people only change their self-concept when they have received feedback from other people.

    c. In most cases people change their self-concept slowly overtime.

    d. In most cases people cling to their existing self-concept.

ANSWER: d

37. Bill 101 made French the official language of the Province of Quebec through Bill 101? What was one reason for this

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change?
    a. to follow a federal mandate
    b. to maintain the Francophone sense of self
    c. to prevent Francophones from becoming an in-group
    d. to bring harmony to the diverse, multilingual society in Quebec
ANSWER: b

38. What is common in collectivistic cultures?
    a. self-sufficiency
    b. high value on change
    c. high value on equality
    d. connection with family
ANSWER: d

39. What is uncommon in individualistic cultures?
    a. self-sufficiency
    b. high value on change
    c. high value on equality
    d. high value on tradition
ANSWER: d

40. Ming has immigrated to Canada from South Korea and is enrolled in a college nursing program. She experiences very high levels of anxiety about speaking out in comparison to her fellow students who were born and raised in Canada. Why does Ming experience this anxiety?
    a. Shyness is a problem in Asian countries.
    b. Assertiveness has not been taught effectively in Asian countries.
    c. Blending in with the group is valued in Asian countries.
    d. Children are not taught public speaking in Asian countries.
ANSWER: c

41. The text states, "Right from the beginning, being male or female shapes the way others communicate with us, and thus how we shape our sense of self." Which process makes the greatest contribution in creating this outcome?
    a. identity management
    b. reflected appraisal
    c. self-imposed prophecies
    d. social comparison
ANSWER: b

42. What occurs when your own expectations influence your behaviour?
    a. self-imposed prophecy
    b. self-fulfilling prophecy
    c. other-imposed prophecy
    d. other-fulfilling prophecy
ANSWER: a

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43. Jennifer believes that she is not good at English. Every year she gets Ds in her English classes and barely passes. What does this demonstrate?

    a. self-imposed prophecy

    b. other-imposed prophecy

    c. self-fulfilling prophecy

    d. cognitive complexity

ANSWER: a

44. According to research, which statement best describes gender and self-esteem?

    a. Males and females have about the same levels of self-esteem.

    b. Adolescent females have higher levels of self-esteem than their male counterparts.

    c. Adult females have higher levels of self-esteem than their male counterparts.

    d. Females have lower levels of self-esteem than their male counterparts in every age group.

ANSWER: d

45. Which situation is an example of a self-fulfilling prophecy?

    a. a nervous job applicant surprises himself by how well he did in his interview

    b. a child fails a test after hearing her teacher tell her mother that she is an underachiever

    c. a student who believes that he is bad at giving speeches, even though he hasn't given a speech before, loses his place during a class speech and fumbles through the rest of it

    d. a husband reluctantly agrees to his wife's request that they spend the holiday visiting Disneyland and ends up having a good time

ANSWER: c

46. Andrea believes that she can't trust her colleagues, even though they haven't behaved in a manner that would suggest this is true. Andrea keeps information from her colleagues because she doesn't think she can trust them with it. As a result, her colleagues have started to exclude her when making decisions, and this has a negative impact on Andrea's job. What does this scenario demonstrate?

    a. other-fulfilling prophecy

    b. self-fulfilling prophecy

    c. self-imposed prophecy

    d. other-imposed prophecy

ANSWER: c

47. Maxine has always dreamed of being a pilot. Maxine's parents tell her that she will never be a pilot because most pilots are men. As a result, Maxine decides to go into nursing instead of aviation. What does this scenario demonstrate?

    a. other-fulfilling prophecy

    b. self-fulfilling prophecy

    c. self-imposed prophecy

    d. other-imposed prophecy

ANSWER: d

48. What is a self-fulfilling prophecy?

    a. a prediction about one's own behaviour, based on past experience

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    b. a prediction about another's behaviour, based on background knowledge

    c. a prediction that affects the outcome of one's own or another's behaviour

    d. a prediction that one makes about a desired outcome, then he/she works hard to make it happen

ANSWER: c

49. Which of the following is often a result when people use the word "can't"?

    a. It helps us accept our limitations.

    b. It creates a self-fulfilling prophecy.

    c. It increases our defensiveness and makes us less approachable.

    d. It reduces our defensiveness and makes us more approachable.

ANSWER: b

50. What occurs when your actions are governed by the expectations that others have of you?

    a. self-imposed prophecy

    b. self-fulfilling prophecy

    c. other-imposed prophecy

    d. other-fulfilling prophecy

ANSWER: c

51. Rita isn't normally as good at anatomy as Barbara, but her teacher kept telling her how smart she was, and that her hard work would help her on the test. As a result of her teacher's positive expectations, Rita did do better. What is this an example of?

    a. perceived self

    b. other-imposed prophecy

    c. self-verification

    d. social comparison

ANSWER: b

52. Employees with high expectations for their job performance are more likely to be successful than those with lower expectations. What is this an example of?

    a. delegation

    b. self-monitoring

    c. self-fulfilling prophecy

    d. social comparison

ANSWER: c

53. *Pygmalion in the Classroom* is a book about a research study on learning in the classroom. What was the main finding of this study?

    a. the less intelligent children performed better than expected

    b. the more intelligent children performed better than expected

    c. when teachers were told that some children had potential for growth and others didn't, the students who were identified as having potential performed better than the other children

    d. when the teachers were told some children had potential for growth and other didn't, all the children performed the same because they had similar self-concepts

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ANSWER: c

54. What should a person do in order to have a more realistic self-concept?
    a. Have realistic expectations and perceptions of yourself.
    b. Ask others to send you more positive messages.
    c. Take yourself less seriously and accept your weaknesses.
    d. Ask others for feedback on how you can improve yourself.

ANSWER: a

55. Which of the following would be most helpful when trying to change one's self-concept?
    a. having high standards for oneself
    b. ignoring feedback from other people
    c. critically examining the feedback one receives from other people
    d. having desire and clear goals is sufficient for change to occur

ANSWER: c

56. Which of the following would be least helpful to makes one's self-concept more realistic?
    a. Share your perception of yourself with a friend.
    b. Try to engage in more accurate self-talk.
    c. Focus on "ego booster" messages.
    d. Pay less attention to your past behaviour and more attention to your present behaviour.

ANSWER: a

57. Which term refers to the communication strategies people use to influence how others view them?
    a. distorted feedback
    b. identity management
    c. reflected appraisal
    d. relational messaging

ANSWER: b

58. Which term refers to the kind of person that someone believes himself/herself to be?
    a. ideal self
    b. perceived self
    c. persona
    d. presenting self

ANSWER: b

59. Linh is a first-year university student. Being with which of the following people would be least likely to cause Linh to be concerned about her identity management?
    a. someone she met recently
    b. someone she knows of the same sex
    c. someone of the opposite sex that she finds attractive
    d. someone of the opposite sex that she doesn't find attractive

ANSWER: b

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60. Which term refers to the image that a person gives to others?
   a. presenting self
   b. perceived self
   c. identity management
   d. public self

ANSWER: a

61. Samir sees himself as shy but he projects an image of a fun-loving, sociable guy. What is this an example of?
   a. perceived self
   b. presenting self
   c. self-concept
   d. social self

ANSWER: b

62. Which statement best describes identity management?
   a. All identity management is done intentionally.
   b. All identity management is unintentional.
   c. We create our identities while we interact with others.
   d. We use identity management to create a single desirable identity.

ANSWER: c

63. Goffman used a drama metaphor to discuss identity management. He suggests that each of
us is a kind of playwright, creating our own role in terms of how we want others to see us. Which statement fits with his
theory?
   a. Identity management is collaborative.
   b. Identity management can be deliberate or unconscious.
   c. Identity management varies by situation.
   d. People differ in their degree of identity management.

ANSWER: a

64. Which statement best describes self-monitoring and identity management?
   a. A low self-monitor employs little identity management.
   b. A low self-monitor is highly aware of their identity management.
   c. A high self-monitor is highly aware of their identity management.
   d. A high self-monitor employs little identity management.

ANSWER: c

65. What is the relationship between identity management and self-monitoring?
   a. Identity management makes people more aware of themselves so that they can be more effective self-
      monitors.
   b. Self-monitoring makes people more aware of their identity management.
   c. Identity management reduces the need for self-monitoring.
   d. Identity management and self-monitoring are not connected.

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ANSWER: b

66. Which statement best describes people who are high self-monitors?
    a. They are harder to read than low self-monitors.
    b. They are easier to read than low self-monitors.
    c. They are much more aware of their identity management behaviour than others.
    d. They are highly aware of their own behaviour but tend to overlook the behaviour of others.
ANSWER: c

67. Frank is trying to influence the opinion that his fellow classmates have of him. Why might he want to do this?
    a. He is trying to maintain relationships.
    b. He is trying to get away with doing less work.
    c. He has low self-esteem.
    d. He has high self-esteem.
ANSWER: a

68. The section in your textbook "Alter Egos in a Virtual World" gives two examples of people using digital avatars. What is the main point behind these examples?
    a. People may discover new aspects of themselves.
    b. People can create more satisfying identities.
    c. People become lost in their digital identities.
    d. People become more effective in their real-life interactions with others.
ANSWER: a

69. Which situation is an example of identity management?
    a. Bruce wants Juan to help him move this weekend so he buys Juan lunch with the hope of convincing Juan to give up his Saturday.
    b. Gord believes that he isn't good at chemistry; as a result, he fails his chemistry exam.
    c. Jennifer has low self-esteem but presents as confidently as possible so people won't know what she thinks about herself.
    d. Radha believes that people need to know about her back pain so she tells as many people as possible about it.
ANSWER: a

70. Simone, the CEO of a hospital, wants to appear authoritative, so she sits behind a large oak desk facing her subordinates when they come to speak with her. What strategy is Simone using to manage her identity?
    a. appearance
    b. manner
    c. posture
    d. setting
ANSWER: d

71. Nadine is a new professor and she wants her students to feel as though they can come to her if they have problems. Nadine is very friendly, shares some appropriate personal information about herself, remembers all her students' names, and remembers things about them such as their birthday or other events they have in their lives. What strategy is Nadine using to manage her identity?

   a. appearance

   b. manner

   c. posture

   d. setting

ANSWER: b

72. Many students travelling abroad display the Canadian maple leaf on their backpacks or jackets. What identity management strategy is this an example of?

   a. appearance

   b. manner

   c. setting

   d. relationship

ANSWER: a

73. Leslie is a lesbian and she has decided not to be open about her sexual identity with her colleagues. Instead she pretends that she is heterosexual and that she has a boyfriend. What strategy is Leslie using to manage her identity?

   a. secrecy

   b. privacy

   c. counterfeiting

   d. dishonesty

ANSWER: c

74. John feels nervous and makes mistakes when his professor observes the work he does on placement with clients in the youth facility. What does this indicate about John?

   a. He has high self-esteem and wants to ensure he is doing a good job.

   b. He has low self-esteem and feels threatened by people in superior positions to him.

   c. He is not effective at impression management.

   d. He is very effective at impression management.

ANSWER: b

75. Sheena has just graduated from a nursing program and she is starting to look for a job. Sheena decides to delete a number of pictures from her Facebook account where she is partying and she tightens up her privacy settings. What is Sheena engaged in?

   a. reputation management

   b. identity management

   c. career management

   d. impression management

ANSWER: a

76. Sue, a nurse, runs a healthy eating blog in her spare time. She exudes a healthy attitude and appears to be very knowledgeable and professional. What is this an example of?

   a. impression management in online communication

   b. self-concept in online communication

   c. self-esteem in online communication

    d. identity management in online communication
ANSWER: b

77. Debbie is stressed at work because she worries that her new boss is going to hate all of her work. She feels very uncomfortable around him and makes lots of mistakes when doing her work when he is around. Which statement best describes Debbie's experience?
    a. Debbie has high-self-esteem in the workplace.
    b. Debbie has low self-esteem in the workplace.
    c. Debbie's boss has unrealistic expectations.
    d. Debbie's boss is a bully.
ANSWER: b

78. Diane's boss has high expectations and communicates her expectations clearly. Diane's boss also believes that Diane is an excellent employee and communicates this often. As a result, Diane believes she is capable of meeting her boss' expectations and she works hard and does well. What is this an example of?
    a. high self-esteem in the workplace
    b. low self-esteem in the workplace
    c. self-fulfilling prophecy in the workplace
    d. identity management in the workplace
ANSWER: c

79. At work John goes to great lengths to hide that he is a transgender man. He shares very little about himself with his colleagues and he doesn't spend any social time with them. What is John engaged in?
    a. high self-esteem in the workplace
    b. low self-esteem in the workplace
    c. self-fulfilling prophecy in the workplace
    d. identity management in the workplace
ANSWER: d

80. In a research study, a group of clerks were told to process about 550 records per day. They were also told that it would be stressful to process more than 550 records in one day. A second group was told to process as many as they could. What was the outcome of the study?
    a. The first group outperformed the second group but felt more stress.
    b. The second group outperformed the first group but felt more stress.
    c. The second group outperformed the first group and the first group felt more stress.
    d. Both groups processed about the same number of records but the first group felt more stress.
ANSWER: c

81. The self-concept is a relatively stable set of perceptions you hold of yourself.
    a. True
    b. False
ANSWER: True

82. Jennifer thinks that most people like her and Jennifer likes most people that she meets. Jennifer has high self-esteem.
    a. True

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　　b. False

ANSWER: True

83. Ken doesn't like himself and he believes that others don't like them either. Ken has low self-esteem.
　　a. True
　　b. False

ANSWER: True

84. People with high self-esteem perform poorly when being watched.
　　a. True
　　b. False

ANSWER: False

85. People with high self-esteem can handle all conflicts productively.
　　a. True
　　b. False

ANSWER: False

86. Having high self-esteem is a guarantee for interpersonal success.
　　a. True
　　b. False

ANSWER: False

87. Your personality remains stable over your lifetime.
　　a. True
　　b. False

ANSWER: True

88. The self-concept begins to develop sometime between the ages of two and four years.
　　a. True
　　b. False

ANSWER: False

89. According to your text, the self-concept is shaped by communication.
　　a. True
　　b. False

ANSWER: True

90. Behaviours like tone of voice and touch can contribute to the development of the self-concept.
　　a. True
　　b. False

ANSWER: True

91. Communication from others does not affect our self-concept.
　　a. True

   b. False
ANSWER: False

92. Reflected appraisal means that you reflect on your communication skills and make adjustments to improve your skills.
   a. True
   b. False
ANSWER: False

93. You shouldn't listen to the "boosters" and "busters" others give you since your self-concept is only your view of yourself.
   a. True
   b. False
ANSWER: False

94. Both verbal and nonverbal messages contribute to a developing self-concept.
   a. True
   b. False
ANSWER: True

95. According to your text, the self-concept is influenced by significant others from both the past and present.
   a. True
   b. False
ANSWER: True

96. Although those around us play a large part in helping us shape our self-concept when we are children, others have little effect on our self-concept once we reach adolescence.
   a. True
   b. False
ANSWER: False

97. The self-concept is extremely subjective, being heavily influenced by interaction with others.
   a. True
   b. False
ANSWER: True

98. Melissa spends a lot of time looking at models and often feels that her body is inadequate. Melissa is engaged in social comparison.
   a. True
   b. False
ANSWER: True

99. In many cases a self-concept is based on data which may have been true at one time, but are now obsolete.
   a. True
   b. False
ANSWER: True

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100. It is possible to have a more favourable image of yourself than the objective facts or the opinions of others warrant.
    a. True
    b. False
ANSWER: True

101. The self-concept is strongly resistant to change.
    a. True
    b. False
ANSWER: True

102. The tendency to cling to an outmoded self-perception holds only when the new image would be less favourable than the old one.
    a. True
    b. False
ANSWER: False

103. Canada's changing self-concept is due to a steady population growth of visible minority immigrants.
    a. True
    b. False
ANSWER: True

104. Our concept of self is shaped partly by the culture in which we have been reared.
    a. True
    b. False
ANSWER: True

105. Most Western cultures have what is called a collective identity.
    a. True
    b. False
ANSWER: False

106. Margaret's professor keeps telling Margaret how smart she is. Margaret feels confident about her upcoming test, based on what her professor is saying and based on her experience doing well on tests. She studies hard for her Interpersonal Communications test and gets an A! Margaret continues to believe that she is smart. This is an example of self-fulfilling prophecy.
    a. True
    b. False
ANSWER: True

107. According to the concept of self-fulfilling prophecy, we cannot become what we believe about ourselves.
    a. True
    b. False
ANSWER: False

108. Bruce thinks he is bad at public speaking. He has a presentation coming up and he keeps telling himself that he will mess it up. During the presentation he fumbles over his words, reads his cue cards, and speaks with a low voice. As a result, he did not receive positive feedback on his presentation. This is an example of self-imposed prophecy.
    a. True
    b. False
ANSWER: True

109. Katie is a new student in a new school. Katie wants to sign up for the volleyball team even though she hasn't played volleyball before. The coach tells her not to bother because she is short; he says that short girls don't do well at volleyball. After that experience, even though she never played volleyball, Katie tells people that she isn't good at volleyball. This is an example of other-imposed prophecy.
    a. True
    b. False
ANSWER: True

110. Other-imposed prophecies have little influence on most people.
    a. True
    b. False
ANSWER: False

111. If you are trying to change your self-concept, being perfect is a good way to make positive change.
    a. True
    b. False
ANSWER: False

112. You are unlikely to reveal all of the perceived self to another person.
    a. True
    b. False
ANSWER: True

113. The person you believe yourself to be in moments of honesty is called the presenting self.
    a. True
    b. False
ANSWER: False

114. The image you try to show to others is called the perceived self.
    a. True
    b. False
ANSWER: False

115. We use identity management to create our one identity.
    a. True
    b. False
ANSWER: False

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116. We use identity management to create many identities.
    a. True
    b. False
ANSWER: True

117. Nonverbal behaviours play a big role in managing impressions.
    a. True
    b. False
ANSWER: True

118. The process of impression management can result in dishonest behaviour.
    a. True
    b. False
ANSWER: True

119. Employees with high self-esteem make better employees overall.
    a. True
    b. False
ANSWER: True

120. Identity management involves deciding which part of yourself to hide.
    a. True
    b. False
ANSWER: False

121. Steve, a transgender man, has to hide the fact that he is trans in his workplace. This is common for many transgendered people.
    a. True
    b. False
ANSWER: True

122. Managers make employees less productive by communicating high expectations.
    a. True
    b. False
ANSWER: False

123. Define self-esteem and self-concept. How are self-esteem and self-concept related?
ANSWER: Answers will vary.

124. Describe two people who were a significant other for you. Describe your communication behaviour with each of them, giving examples of how (a) they delivered "booster" and "buster" messages, and (b) how they created self-fulfilling prophecies that work for and against you?
ANSWER: Answers will vary.

125. Define social comparison. Describe an instance when you engaged in social comparison and (a) felt superior to another person/group as a result, and (b) felt inferior to another person/group as a result. What was the impact of this

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social comparison?
ANSWER: Answers will vary.

126. Identify a time when you had a distorted evaluation of yourself. What was the reason for this distortion?
ANSWER: Answers will vary.

127. Describe the differences between individualistic and collectivists cultures. How do these differences influence one's self-concept? Discuss how culture has influenced your self-concept.
ANSWER: Answers will vary.

128. Describe a recent self-fulfilling prophecy which you have imposed upon yourself that affects your communication. In what cases have you imposed it? What have the results been? How realistic was the prophecy? Does answering these questions change how you'll talk to yourself in the future? How? Next, describe a self-fulfilling prophecy you have imposed upon another person. How did you communicate it (i.e., what messages did you send, and what channels did you use)? What effect did your prophecy have upon your partner? Does answering this question affect how you'll communicate with the other person in the future? How?
ANSWER: Answers will vary.

129. Explain two changes that took place in your self-concept. Indicate how communication influenced the change.
ANSWER: Answers will vary.

130. Explain how you managed impressions with others in a recent important event in your life. Cite the reasons why you managed impressions and then evaluate the way you presented yourself.
ANSWER: Answers will vary.

131. Describe how you have managed your manner, appearance, and setting to create desired impressions in two different specific instances.
ANSWER: Answers will vary.

132. Discuss the relevance of identity management in the workplace. Describe how workplace ethical dilemmas and value clashes can lead to identity management conflict.
ANSWER: Answers will vary.

Match each description below with the most accurate term.
a. perceived self
b. presenting self
c. reflected appraisal
d. self-fulfilling prophecy
e. significant other

133. A person whose opinion we especially value
ANSWER: e

134. Process of judging ourselves by the evaluations of others
ANSWER: c

135. A prediction that affects behaviour
ANSWER: d

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136. The private self you honestly believe you are
ANSWER: a

137. The "face" you show to others
ANSWER: b