

SOLUTIONS MANUAL

A spiral-bound notebook with a black cover. The text "IMAGE COMING SOON" is printed in white, bold, sans-serif font in the center of the cover. The spiral binding is on the left side.

**IMAGE
COMING
SOON**

Chapter 2 Handling Emotions in the Workplace: Strategies for Success

True/False

Indicate whether the statement is true or false.

- 1. Emotional intelligence refers to your ability to recognize and manage your feelings and those of others.
- 2. To be successful, you must be hard on yourself and not accept mistakes you make.
- 3. Everyone views events in the same way.
- 4. Empathy is not a factor in career success.
- 5. Rationalization is the defense mechanism that explains away unacceptable feelings, thoughts, or motives.
- 6. Emotions are your feelings, impulses to act, and mind and body reactions.
- 7. The boss never has a bad day.
- 8. Peer pressure can greatly affect perception.
- 9. Visualization can help in developing a positive attitude.
- 10. Self-awareness does not contribute to self-confidence.
- 11. Your emotional state has no impact on your perception.
- 12. With the halo effect, you assume that if a person has one trait you view negatively, all of that person's traits must be negative.
- 13. Visualization is a process by which you see yourself as being successful.
- 14. Being attuned to your emotions means recognizing that you experience emotions constantly.
- 15. Keeping your supervisor informed of the progress of your work is important.
- 16. Denial is the defense mechanism that pushes stressful thoughts, worries, or emotions out of mind.
- 17. Scapegoating is blaming another person or group for your problem.
- 18. Sublimation is returning to previous, less mature types of behavior.
- 19. It is unwise to discuss intimate matters and reveal everything about ourselves immediately.
- 20. To improve your self-regulation, consciously manage potentially disruptive emotions when they arise.
- 21. All roles are clearly defined.

- ___ 22. Assertiveness means always getting what you want.
- ___ 23. Self-talk involves making positive statements to ourselves and is part of the process of developing a positive attitude.
- ___ 24. It is important to select the proper time and place to make self-disclosures.
- ___ 25. Perfectionism always has positive outcomes.

Multiple Choice

Identify the choice that best completes the statement or answers the question.

- ___ 26. To be happy
 - a. Ignore your problems
 - b. Make happiness a priority
 - c. Ignore other people
- ___ 27. Emotional intelligence components include
 - a. Social skill
 - b. A thick skin
 - c. A willingness to share your thoughts openly at any time
- ___ 28. The defense mechanism of sublimation
 - a. Attributes unacceptable thoughts and feelings about ourselves to others
 - b. Directs unacceptable impulses to socially constructive channels
 - c. Finds a safe, less threatening substitute and expresses anger or other impulses to that substitute
- ___ 29. Defense mechanisms
 - a. Are always bad
 - b. Are always good
 - c. Enable people to deal with anxiety
- ___ 30. Your perceptions of your supervisor
 - a. Can affect your relationship
 - b. Always make you work harder
 - c. Help you determine when you can goof off
- ___ 31. Failing to remember a stressful event is an example of
 - a. Rationalization
 - b. Scapegoating
 - c. Repression
- ___ 32. The 14-year-old student sucking a thumb during periods of stress is experiencing
 - a. Regression
 - b. Scapegoating
 - c. Displacement
- ___ 33. People who say they do not care whether they get a promotion when they actually do want it are experiencing
 - a. Projection
 - b. Sublimation
 - c. Denial

- ___ 34. Perceptions are affected by
 - a. Cultural background and past experiences
 - b. Past experiences and peer pressure
 - c. Both answers are correct

- ___ 35. Roles are
 - a. Sometimes ambiguous
 - b. Always clear
 - c. Neither of the answers is correct

- ___ 36. You should study your supervisor's preferences and
 - a. Decide how you can change them
 - b. Try to conform to them
 - c. Ignore them

- ___ 37. Happy people are
 - a. More likely to have excellent work performance
 - b. Less likely to have fulfilling relationships
 - c. Not likely to have high incomes

- ___ 38. It is important to present your supervisor with
 - a. Problems only
 - b. The impression that there are no problems
 - c. Suggestions for solving problems along with the problems

- ___ 39. To lessen the effect that perfectionists' attitudes have on your work
 - a. Don't think about them
 - b. Try not to take their attitude personally
 - c. Do your work their way

- ___ 40. It is important to
 - a. Try to make your supervisor look good
 - b. Outshine your supervisor so that you can get the supervisor's job
 - c. Put your supervisor down every chance you get

Completion

Complete each statement.

- 41. Individuals handle anxiety through the use of _____.

- 42. If we think a person is good in one activity and, therefore, is good in all activities, we are operating under the _____ effect.

- 43. Forgiving yourself and accepting the fact that you are not perfect is important in developing good _____.

- 44. Expressing your thoughts and feelings while asking for what you want in an appropriate, calm, and confident manner is called _____.

- 45. _____ is the process by which sensations or messages that have been transmitted by the sense organs are organized, interpreted, and given meaning.

46. Part of _____ is understanding the various roles you play in life and then behaving appropriately for that role.
47. Everyone has different _____ in life that he or she must play.
48. Attributing an unacceptable thought or feeling about oneself to others is the defense mechanism
49. To exercise social skill, be aware of how quickly _____ can occur and think before you act.
50. _____ is the practice of seeing yourself as a successful productive person.

Chapter 2 Handling Emotions in the Workplace: Strategies for Success

Answer Section

TRUE/FALSE

1. ANS: T PTS: 1
2. ANS: F PTS: 1
3. ANS: F PTS: 1
4. ANS: F PTS: 1
5. ANS: T PTS: 1
6. ANS: T PTS: 1
7. ANS: F PTS: 1
8. ANS: T PTS: 1
9. ANS: T PTS: 1
10. ANS: F PTS: 1
11. ANS: F PTS: 1
12. ANS: F PTS: 1
13. ANS: T PTS: 1
14. ANS: T PTS: 1
15. ANS: T PTS: 1
16. ANS: F PTS: 1
17. ANS: T PTS: 1
18. ANS: F PTS: 1
19. ANS: T PTS: 1
20. ANS: T PTS: 1
21. ANS: F PTS: 1
22. ANS: F PTS: 1
23. ANS: T PTS: 1
24. ANS: T PTS: 1
25. ANS: F PTS: 1

MULTIPLE CHOICE

26. ANS: B PTS: 1
27. ANS: A PTS: 1
28. ANS: B PTS: 1
29. ANS: C PTS: 1
30. ANS: A PTS: 1
31. ANS: C PTS: 1
32. ANS: A PTS: 1
33. ANS: C PTS: 1
34. ANS: C PTS: 1
35. ANS: A PTS: 1
36. ANS: B PTS: 1
37. ANS: A PTS: 1

38. ANS: C PTS: 1
39. ANS: B PTS: 1
40. ANS: A PTS: 1

COMPLETION

41. ANS: perceptual defense mechanisms

PTS: 1

42. ANS: halo

PTS: 1

43. ANS: self-esteem

PTS: 1

44. ANS: assertiveness

PTS: 1

45. ANS: Perception

PTS: 1

46. ANS: social skill

PTS: 1

47. ANS: roles

PTS: 1

48. ANS: projection

PTS: 1

49. ANS: emotional responses

PTS: 1

50. ANS: Visualization

PTS: 1