

TEST BANK



4th edition
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RELATIONS
strategies for success



Lowell H. Lamberton • Leslie Minor-Evans

Chapter 002 Self-Concept and Self-Esteem in Human Relations

True / False Questions

1. Self-esteem is the way you conceive of or see yourself.

True False

2. To minimize the effects of the vicious cycle of negative self-concept leading to negative behavior, you must analyze who started it.

True False

3. Ideal self is your vision of your future self.

True False

4. Parents who present their children with a picture of how the children must act to win approval are said to hold "conditional positive regard" for their children.

True False

5. Self-image is the self that you assume others see when they look at you.

True False

6. For most people, the looking-glass self is much more negative than it deserves to be.

True False

7. Self-image can be programmed by your day-to-day behavior and by the things you say to yourself or others.

True False

8. The process of discovering your self-image is known as developing your self-awareness.

True False

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9. Having a healthy self-concept means not being concerned about what others think of you.

True False

10. Self-esteem can be defined as the extent to which an individual believes him- or herself to be capable, sufficient, and worthy.

True False

11. Compensating is a psychological defense mechanism people may use to reduce embarrassment, shame, anxiety, guilt, or other negative emotions that arise internally when facing unpleasant truths.

True False

12. Focusing on a single strength to compensate for overall bad feelings about oneself is a good way to build higher self-esteem.

True False

13. People with low self-esteem more readily accept their co-workers and accept criticism from others in their work teams.

True False

14. When parents show children 'conditional positive regard' children develop a healthy self-esteem.

True False

15. According to Alfred Adler, the main motivation for everything people do, including efforts toward a successful career, is to get away from a deep childhood- based feeling that they are not as good as they should be.

True False

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16. Locus of control is the perceived center of control over the events in people's lives.

True False

17. People with external locus of control has lower self-esteem.

True False

18. When Delilah got a D grade in one of her papers, she said to herself, "I should have studied instead of watching movies all night with my friends, next time I'll do better." Delilah has an external locus of control.

True False

19. Carl Rogers refined social learning theory to say that personality comes from an interaction of the individual with his or her environment.

True False

20. According to Julian Rotter, people develop internal or external explanations for control because of experiences.

True False

21. Putting things off for too long and not working toward goals can bring your self-esteem even lower.

True False

22. Only lazy people are procrastinators.

True False

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23. True mentoring involves two people communicating well, one mostly teaching and the other mostly learning.

True False

24. A role model is a person who acts as a guide or teacher for another, actively interacting with the person and leading that person through experiences.

True False

25. Positive self-talk is a way of compensating for a low self-esteem.

True False

26. Statements such as "I want to be a great success" is a good example of positive self-suggestion.

True False

27. Self-fulfilling prophecy is a tendency for a prediction to actually occur once it is believed.

True False

28. While forming affirmations for positive self-talk, be general and use future tense verb form.

True False

29. Self-fulfilling prophecies can come from your "buy-in" or taking as fact the beliefs others hold about you.

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30. The stronger or higher a person's self-esteem is, the weaker the effect other people's negative statements will have on his or her behavior.

True False

Multiple Choice Questions

31. What is a self-concept?

- A. It is your feeling of confidence and worth as a person.
- B. It is the knowledge of how you are being perceived by others.
- C. It is the process of letting other people know what you are really thinking and feeling.
- D. It is the way you conceive of or see yourself.

32. When you say to yourself, "Other people are always asking me for help in their data analyses. I must be pretty good at that." It is an example of:

- A. self-esteem.
- B. self-concept.
- C. self-disclosure.
- D. self-effacing.

33. Penelope argued with her manager when she was given a feedback on her low performance for the quarter. She felt later that her manager's observations were right. She started to think that she was an unprofessional and irritable employee. This lowered her _____ and she tended to be even less productive leading to a vicious cycle.

- A. locus of control
- B. real self
- C. self-efficacy
- D. self-concept

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34. What would be an effective action to take when you find yourself in a vicious cycle of negative self-concept leading to negative actions and vice versa?

- A. Try to analyze who started the cycle.
- B. Establish external locus of control.
- C. Examine ways to stop the cycle.
- D. Provide conditional positive regard.

35. How would all the four parts of self-concept diagram occur in a perfect world?

- A. All the four parts would intersect each other.
- B. All the four parts would be one single circle.
- C. The real self and looking-glass self would be separate from each other.
- D. The ideal self and self image would be distinct from each other.

36. Your vision of your future self is your:

- A. real self.
- B. looking-glass self.
- C. ideal self.
- D. self image.

37. Narnia is tetchy and introverted. She hopes to be a happy, friendly and inclusive person in the future. This happy, friendly, and inclusive image is Narnia's:

- A. real self.
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38. What is a common mistake people make about their ideal self?

- A. Create an image that is unrealistic and unattainable.
- B. Have an unclear picture about themselves.
- C. For most people the ideal self is much more negative than it deserves to be.
- D. Not knowing that they have already reached their ideal.

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39. Which of the following is NOT part of the self-concept?
- A. Self-image
 - B. Real self
 - C. Looking-glass self
 - D. Efficacy self
40. What is a looking-glass self?
- A. It is the knowledge of how you are being perceived by others.
 - B. The self you assume others see when they look at you.
 - C. It is the way you truly feel about yourself.
 - D. It is the process of letting other people know what you are really thinking and feeling.
41. Which part of the self-concept can be programmed by your day-to-day behavior?
- A. Self image
 - B. Ideal self
 - C. Real self
 - D. Looking-glass self
42. How do the things you say to yourself affect your self image?
- A. It will lead to self disclosure.
 - B. The messages will be automatically memorized for future use.
 - C. The messages will allow others to see who you truly are.
 - D. It will lead to a negative looking-glass image.
43. Developing your self-awareness is a process of:
- A. strengthening your self-image by giving positive self-suggestions.
 - B. establishing external locus of control.
 - C. assuming more positive looking-glass self image than it deserves to be.
 - D. discovering your real self.

Chapter 002 Self-Concept and Self-Esteem in Human Relations

44. What is a real self?

- A. The way you are when nobody is around to approve or disapprove of your actions.
- B. The way you would like to be as per the messages received from your environment.
- C. The self that is based on the conditional positive regard.
- D. The way you truly feel about yourself.

45. What did Carl Rogers say about the self concept?

- A. The main motivation for everything people do, is to get away from a deep childhood-based feeling that they are not as good as they should be.
- B. Internal locus of control is related to both higher self-esteem and better physical health.
- C. Your ideal self comes from the messages you receive from your parents and people around you about what you should be like.
- D. People develop internal or external explanations for control because of experiences.

46. Danica thinks of herself as an excellent student in her ideal self. Then she gets her first graded exam back from her instructor, and the grade at the top of the paper is a D. This is an example of:

- A. the distance between Danica's real self and ideal self.
- B. Danica's looking-glass self is more positive than it deserves to be.
- C. Danica's ideal self and her self image don't match.
- D. Danica paying attention to messages about her ideal self.

47. How can one bring the ideal self and the real self closer in order to develop healthy self-concept?

- A. Adjusting the real self to fit the ideal self.
- B. Working up to a more realistic and attainable ideal.
- C. Adjusting the ideal self according to the messages received from the environment.
- D. Paying more attention to the messages about one's ideal self.

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48. Why do people sometimes find it difficult to get around those who really don't "need" anyone to like them?

- A. Because people who don't care about others' opinions derive their purpose from displeasing others.
- B. Because people who don't care about others' opinions would have received unconditional positive regard.
- C. Because people who don't care about others' opinions have an internal locus of control.
- D. Because most people would expect others to share their need for acceptance.

49. What is self-esteem?

- A. The regard in which an individual holds himself or herself.
- B. It is the same as the self-concept.
- C. It is what you assume others see when they look at you.
- D. It is the way you truly are when nobody is around to approve or disapprove of your actions.

50. What is compensating?

- A. It is a feeling of not being capable, sufficient, or worthy.
- B. Focusing on a single strength to make up for the real or perceived weakness.
- C. Assuming a more positive real self to make up for a negative looking-glass self.
- D. It is a feeling that allows people to more readily accept their co-workers and take criticism from them.

51. Lena, a former sprint runner would always talk about her speed and how she surpassed her competitors and the medals she won during her prime days. Though she has not been in the best of shape for the last few years, she continues to talk about her fitness. Her friends find her conversational habit very irritating. Lena is trying to:

- A. pay more attention to the messages she is receiving from her environment.
- B. use self-suggestion technique to improve her self-esteem.
- C. discover her real self.
- D. compensate in some way for low self-esteem.

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52. People who have higher self-esteem are more likely to succeed at their personal goals because:
- A. they are motivated by a need to compensate.
 - B. they are driven by a desire to see their dreams and goals achieved.
 - C. they are focused on a single strength which makes up for overall weakness.
 - D. they work hard to measure up to others' achievements.
53. In an organizational context, which of the following is correct regarding people with low self-esteem?
- A. They are more likely to feel low job satisfaction.
 - B. They more ready to accept criticism from others in the team.
 - C. They are objective while tackling a problem.
 - D. They usually receive unconditional positive regard from their colleagues.
54. Self-efficacy is the:
- A. use of a single strength to make up for a real or perceived weakness.
 - B. regard in which an individual holds himself or herself.
 - C. way individual conceives or sees himself or herself.
 - D. confidence an individual has in his or her ability to deal with problems.
55. Which of the following is a source of self-esteem?
- A. The messages we received from the environment.
 - B. The self-fulfilling prophecy.
 - C. The external locus of control that we develop during our childhood.
 - D. The looking-glass self, the way others see you.
56. How did Carl Rogers revolutionize the way psychologists thought of therapy?
- A. He developed theories about the inferiority complex and about compensation for feelings of deficiency compared with others.
 - B. He believed clients understood their own problems and experiences, and that the therapist's role was that of a consultant in assisting client treatment.
 - C. He refined social learning theory to say that personality comes from an interaction of the individual with his or her environment.
 - D. He developed the theory of self-fulfilling prophecy.

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57. What is an unconditional positive regard?
- A. The acceptance of individuals as worthy when they behave in a certain way.
 - B. The acceptance of individuals as worthy and valuable regardless of their behavior.
 - C. The attempt by the parents to improve their children's behavior by comparing them with others.
 - D. The acceptance of individuals as inherently worthless unless otherwise proven by their behavior.
58. How does conditional positive regard affect children?
- A. Children will develop an unattainable real self.
 - B. Children will feel that they are in control of events in their own lives and have more of a take-charge attitude.
 - C. Children may become confused on what constitutes good or bad behavior.
 - D. Children will never try to measure up to others' standards.
59. _____ coined the term *inferiority complex*.
- A. Carl Rogers
 - B. Julian Rotter
 - C. Eric Bern
 - D. Alfred Adler
60. Which of the following is an effective self-esteem affirmation?
- A. "I want to be a great success."
 - B. "I am responsible for my own choices."
 - C. "I will be a person with high self-esteem."
 - D. "I will learn to overcome obstacles to my success."

Fill in the Blank Questions

61. _____ is the foundation of all your thoughts about yourself, including your self-esteem.
-

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62. The _____ self is your vision of your future self.

63. The _____ self is the self that you assume others see when they look at you.

64. _____ can be programmed by your day-to-day behavior and by the things you say to yourself or others.

65. The process of discovering your _____ self is known as developing your self-awareness.

66. According to Carl Rogers, your _____ comes from the messages you receive from your parents and people around you about what you should be like.

67. Rogers believed that in order to have a healthy self-concept, people need to work on making the _____ and _____ selves much closer.

68. _____ can be defined as the extent to which an individual believes him- or herself to be capable, sufficient, and worthy.

69. Most people who always need to tell about their accomplishments are actually _____ in some way for _____ self-esteem.

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70. Psychological research finds that people with _____ self-esteem may feel self-conscious and vulnerable to rejection.

71. _____ self-esteem is associated with low job satisfaction and has even been linked to a higher likelihood of unemployment.

72. When people with _____ self-esteem tackle problems, they tend to be more objective and constructive.

73. _____ is the confidence an individual has in his or her ability to deal with problems when they occur.

74. _____ starts to develop in early childhood from messages we receive from parents and others around us.

75. In young children, _____ is just a reflection of the esteem that parents and others have for the child.

76. When your parents and other important people treat you with _____, then you are likely to develop a healthy self-esteem.

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77. Adler believed that the main motivation for everything people do, including efforts toward a successful career, is to get away from a _____ that they are not as good as they should be.

78. Julian Rotter, an influential psychologist, describes the _____ as the perceived center of control over the events in people's lives.

79. People with an _____ locus of control feel that the world is happening to them, and that they have no control over the events in their lives.

80. A _____ is someone who will walk you through experiences that are new to you, but that he or she has already been through.

Short Answer Questions

81. How does one's self-concept lead to a vicious cycle?

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82. What are the common mistakes people make about their ideal self?

83. How do things you say affect your self-image?

84. What happens when the ideal self and the real self are not closer to each other?

85. How do media messages affect the girls growing up in America?

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86. Why is liking and accepting yourself the most important skill you can learn in life?

87. Why do some people brag about themselves?

88. How does a person with higher self-esteem perform at his or her workplace?

89. Describe the two types of self-esteem.

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90. Where does the self-esteem come from?

91. How does conditional positive regard affect children?

92. What did Alfred Adler discover about conditional positive regard?

93. If a student who failed in an exam has an external locus of control, how would he/she respond to the failure?

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94. How does reading biographies of people you admire help you achieve higher self-esteem?

95. How will procrastination affect an individual?

96. Describe a mentor.

97. What is the difference between a role model and a mentor?

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98. Describe benefits of positive self-talk.

99. Why are self-esteem affirmations effective?

100. What is a pathological critic?

True / False Questions

1. (p. 30) Self-esteem is the way you conceive of or see yourself.

FALSE

2. (p. 30) To minimize the effects of the vicious cycle of negative self-concept leading to negative behavior, you must analyze who started it.

FALSE

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4. (p. 31) Parents who present their children with a picture of how the children must act to win approval are said to hold "conditional positive regard" for their children.

TRUE

5. (p. 31) Self-image is the self that you assume others see when they look at you.

FALSE

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7. (p. 32) Self-image can be programmed by your day-to-day behavior and by the things you say to yourself or others.

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Chapter 002 Self-Concept and Self-Esteem in Human Relations **Key**

8. (p. 32) The process of discovering your self-image is known as developing your self-awareness.

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21. (p. 40) Putting things off for too long and not working toward goals can bring your self-esteem even lower.

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Chapter 002 Self-Concept and Self-Esteem in Human Relations **Key**

22. (p. 40) Only lazy people are procrastinators.

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23. (p. 40) True mentoring involves two people communicating well, one mostly teaching and the other mostly learning.

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24. (p. 40-41) A role model is a person who acts as a guide or teacher for another, actively interacting with the person and leading that person through experiences.

FALSE

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- C. self-efficacy
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- A.** The messages we received from the environment.
- B. The self-fulfilling prophecy.
- C. The external locus of control that we develop during our childhood.
- D. The looking-glass self, the way others see you.

56. (p. 36) How did Carl Rogers revolutionize the way psychologists thought of therapy?

- A. He developed theories about the inferiority complex and about compensation for feelings of deficiency compared with others.
- B.** He believed clients understood their own problems and experiences, and that the therapist's role was that of a consultant in assisting client treatment.
- C. He refined social learning theory to say that personality comes from an interaction of the individual with his or her environment.
- D. He developed the theory of self-fulfilling prophecy.

Chapter 002 Self-Concept and Self-Esteem in Human Relations **Key**

57. (p. 36) What is an unconditional positive regard?

- A. The acceptance of individuals as worthy when they behave in a certain way.
- B.** The acceptance of individuals as worthy and valuable regardless of their behavior.
- C. The attempt by the parents to improve their children's behavior by comparing them with others.
- D. The acceptance of individuals as inherently worthless unless otherwise proven by their behavior.

58. (p. 37) How does conditional positive regard affect children?

- A. Children will develop an unattainable real self.
- B. Children will feel that they are in control of events in their own lives and have more of a take-charge attitude.
- C.** Children may become confused on what constitutes good or bad behavior.
- D. Children will never try to measure up to others' standards.

59. (p. 38) _____ coined the term *inferiority complex*.

- A. Carl Rogers
- B. Julian Rotter
- C. Eric Bern
- D.** Alfred Adler

60. (p. 41) Which of the following is an effective self-esteem affirmation?

- A. "I want to be a great success."
- B.** "I am responsible for my own choices."
- C. "I will be a person with high self-esteem."
- D. "I will learn to overcome obstacles to my success."

Fill in the Blank Questions

61. (p. 30) _____ is the foundation of all your thoughts about yourself, including your self-esteem.

Self-concept

62. (p. 30) The _____ self is your vision of your future self.

ideal

63. (p. 31) The _____ self is the self that you assume others see when they look at you.

looking-glass

64. (p. 32) _____ can be programmed by your day-to-day behavior and by the things you say to yourself or others.

Self-image

65. (p. 32) The process of discovering your _____ self is known as developing your self-awareness.

real

66. (p. 32) According to Carl Rogers, your _____ comes from the messages you receive from your parents and people around you about what you should be like.

ideal self

67. (p. 32-33) Rogers believed that in order to have a healthy self-concept, people need to work on making the _____ and _____ selves much closer.

ideal; real

68. (p. 34) _____ can be defined as the extent to which an individual believes him- or herself to be capable, sufficient, and worthy.

Self-esteem

Chapter 002 Self-Concept and Self-Esteem in Human Relations **Key**

69. (p. 34) Most people who always need to tell about their accomplishments are actually _____ in some way for _____ self-esteem.

compensating; low

70. (p. 35) Psychological research finds that people with _____ self-esteem may feel self-conscious and vulnerable to rejection.

lower

71. (p. 35) _____ self-esteem is associated with low job satisfaction and has even been linked to a higher likelihood of unemployment.

Low

72. (p. 35) When people with _____ self-esteem tackle problems, they tend to be more objective and constructive.

high

73. (p. 36) _____ is the confidence an individual has in his or her ability to deal with problems when they occur.

Self-efficacy

74. (p. 36) _____ starts to develop in early childhood from messages we receive from parents and others around us.

Self-esteem

75. (p. 36) In young children, _____ is just a reflection of the esteem that parents and others have for the child.

self-esteem

Chapter 002 Self-Concept and Self-Esteem in Human Relations **Key**

76. (p. 36) When your parents and other important people treat you with _____, then you are likely to develop a healthy self-esteem.

unconditional positive regard

77. (p. 38) Adler believed that the main motivation for everything people do, including efforts toward a successful career, is to get away from a _____ that they are not as good as they should be.

deep childhood-based feeling

78. (p. 39) Julian Rotter, an influential psychologist, describes the _____ as the perceived center of control over the events in people's lives.

locus of control

79. (p. 39) People with an _____ locus of control feel that the world is happening to them, and that they have no control over the events in their lives.

external

80. (p. 40) A _____ is someone who will walk you through experiences that are new to you, but that he or she has already been through.

mentor

Short Answer Questions

81. (p. 30) How does one's self-concept lead to a vicious cycle?

Your everyday actions tend to affect your self-concept; in turn your self-concept affects your behavior. This interrelation leads to a vicious cycle when a negative self-concept leads to negative behavior and vice versa; both stimulate and reinforce each other.

Chapter 002 Self-Concept and Self-Esteem in Human Relations **Key**

82. (p. 31) What are the common mistakes people make about their ideal self?

They think that they have already reached their ideal, when actually they still have a long way to go. Another mistake is to create an ideal self that is unrealistic and unattainable.

83. (p. 32) How do things you say affect your self-image?

Things you say to yourself or others program your self-image. For example, if you say that you are a loser, a bumbling idiot, or whatever other negative description you might use, your self-image will automatically memorize that message for future use. Fortunately, the opposite is also true: if you use positive words and phrases to describe yourself, those messages will also become a part of your memory, helping you to achieve your goals and increase your level of happiness.

84. (p. 32) What happens when the ideal self and the real self are not closer to each other?

When the real self and ideal self are not very close, people feel bad about themselves. They can become depressed and unhappy and can have a lowered opinion of themselves.

85. (p. 33) How do media messages affect the girls growing up in America?

According to psychologist and author Mary Pipher, girls grow up in American culture surrounded by media messages that they are valued for their physical appearance, while their intelligence and other qualities are devalued. Girls then blame themselves for not being pretty enough, and their self-concept can be damaged in the process.

86. (p. 34) Why is liking and accepting yourself the most important skill you can learn in life?

Because all the relationships you have with other people are affected by the way you see yourself, accept or reject yourself, and assume others feel about you. All of these factors combine to create your self-esteem.

Chapter 002 Self-Concept and Self-Esteem in Human Relations **Key**

87. (p. 34) Why do some people brag about themselves?

Most people who always need to tell about their accomplishments are actually compensating in some way for low self-esteem. Another form of compensating is when people focus on a single strength (such as good looks, mental ability, or athletic skills) to make up for their overall bad feelings about themselves.

88. (p. 36) How does a person with higher self-esteem perform at his or her workplace?

A person with healthy self-esteem will be open and ready for new experiences. On the job, this readiness translates into usefulness and adaptability. When they tackle problems, they tend to be more objective and constructive. They can more readily accept their co-workers and take criticism from others in their work team.

89. (p. 36) Describe the two types of self-esteem.

Currently, researchers describe two different types of self-esteem: (1) feelings, either positive or negative, about self-worth, and (2) confidence in the ability to deal with problems when they happen, often called self-efficacy. The first type has to do with how you feel about yourself when you are alone. The second type has to do with actions, problem solving, and the ability to succeed at particular tasks.

90. (p. 36) Where does the self-esteem come from?

According to well-known psychologist Carl Rogers, the sense of self is a guiding principle that structures the personality. Though inborn, the sense of self is shaped by many outside forces. In young children, self-esteem is just a reflection of the esteem that parents and others have for the child; it develops as children react to the ways that important people treat them.

Chapter 002 Self-Concept and Self-Esteem in Human Relations **Key**

91. (p. 37) How does conditional positive regard affect children?

When parents show children conditional positive regard, children may not develop a healthy self-esteem. Children may have a hard time understanding the mixed messages from the parents and thus become confused on what constitutes proper behavior. Children also tend to consider themselves with lower self-esteem and as incapable of right behavior.

92. (p. 38) What did Alfred Adler discover about conditional positive regard?

Adler believed that the main motivation for everything people do, including efforts toward a successful career, is to get away from a deep childhood-based feeling that they are not as good as they should be—that they are not perfect. "In comparison with unattainable ideal perfection," he wrote, "the individual is continuously filled by an inferiority feeling and motivated by it."

93. (p. 39) If a student who failed in an exam has an external locus of control, how would he/she respond to the failure?

The student will tend to blame external factors for the failure. He/she may justify the failure by saying, "Those questions were all too tricky. I can't help it if all the questions came from the chapters that I didn't understand. The instructor is probably just out to get me, anyway. I don't think she likes me."

94. (p. 39) How does reading biographies of people you admire help you achieve higher self-esteem?

Because you'll be amazed at how many self-esteem hints you can pick up from a good biography. While you are following the success stories of others, try not to get carried away in just admiring them. Start to think of healthy self-esteem as something that you already have. You do have it; it may just be out of focus, or you may be out of touch with it. See yourself when reading or watching biographies as discovering a lost treasure—your self-worth.

Chapter 002 Self-Concept and Self-Esteem in Human Relations **Key**

95. (p. 40) How will procrastination affect an individual?

Procrastination can hurt self-esteem a great deal. When you are not working toward goals, this can easily bring your self-esteem even lower.

96. (p. 40) Describe a mentor.

A mentor is someone who will walk you through experiences that are new to you, but that he or she has already been through. True mentoring involves two people communicating well, one mostly teaching and the other mostly learning.

97. (p. 40-41) What is the difference between a role model and a mentor?

A role model is someone you can look up to for guidance by example, but who isn't necessarily actively interacting with you. A mentor is someone who will walk you through experiences that are new to you, but that he or she has already been through. A role model can help you, although you are doing most or all of the work, while mentoring involves two people communicating well, one mostly teaching and the other mostly learning.

98. (p. 41) Describe benefits of positive self-talk.

It is a popular method of building self-esteem by thinking and speaking positively about yourself. Positive self-talk helps because words are powerful healers. The way you talk to others and to yourself about yourself can be a strong force for change in your life. Positive self-talk means telling your subconscious mind that you are a good person and doing fine.

99. (p. 41) Why are self-esteem affirmations effective?

The affirmations work because of what psychologists call the self-fulfilling prophecy, also referred to as the power of self-suggestion. This means that when you believe something strongly enough, it becomes a reality: by your beliefs and the actions that follow, you fulfill the prophecy or expectation you hold about your future behavior.

100. (p. 43) What is a pathological critic?

Psychologist Eugene Sagan believes that most people have a negative inner voice that attacks and negatively judges their worth. He calls this voice the pathological critic. This critic came from the "shoulds" that parents and other adults give children while they are young.