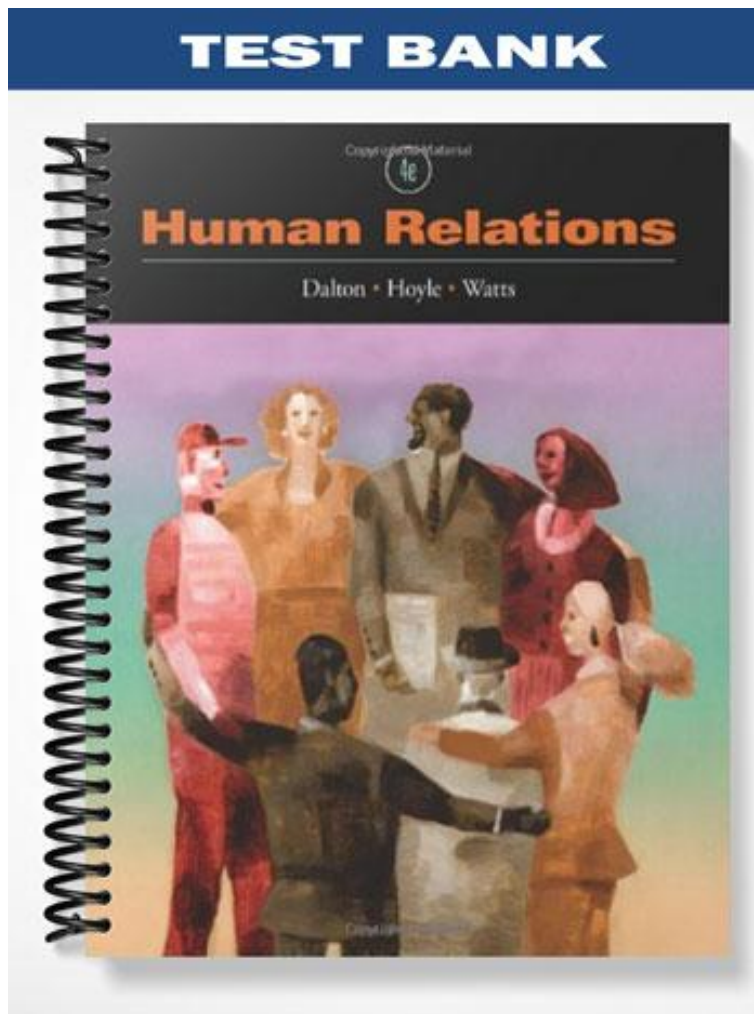


TEST BANK



Chapter 2—Handling Emotions in the Workplace: Strategies for Success

TRUE/FALSE

1. Emotional intelligence refers to your ability to recognize and manage your feelings and those of others.

ANS: T PTS: 1

2. To be successful, you must be hard on yourself and not accept mistakes you make.

ANS: F PTS: 1

3. Everyone views events in the same way.

ANS: F PTS: 1

4. Empathy is not a factor in career success.

ANS: F PTS: 1

5. Rationalization is the defense mechanism that explains away unacceptable feelings, thoughts, or motives.

ANS: T PTS: 1

6. Emotions are your feelings, impulses to act, and mind and body reactions.

ANS: T PTS: 1

7. The boss never has a bad day.

ANS: F PTS: 1

8. Peer pressure can greatly affect perception.

ANS: T PTS: 1

9. Visualization can help in developing a positive attitude.

ANS: T PTS: 1

10. Self-awareness does not contribute to self-confidence.

ANS: F PTS: 1

11. Your emotional state has no impact on your perception.

ANS: F PTS: 1

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.

ANS: F PTS: 1

13. Visualization is a process by which you see yourself as being successful.

ANS: T PTS: 1

14. Being attuned to your emotions means recognizing that you experience emotions constantly.

ANS: T PTS: 1

15. Keeping your supervisor informed of the progress of your work is important.

ANS: T PTS: 1

16. Denial is the defense mechanism that pushes stressful thoughts, worries, or emotions out of mind.

ANS: F PTS: 1

17. Scapegoating is blaming another person or group for your problem.

ANS: T PTS: 1

18. Sublimation is returning to previous, less mature types of behavior.

ANS: F PTS: 1

19. It is unwise to discuss intimate matters and reveal everything about ourselves immediately.

ANS: T PTS: 1

20. To improve your self-regulation, consciously manage potentially disruptive emotions when they arise.

ANS: T PTS: 1

21. All roles are clearly defined.

ANS: F PTS: 1

22. Assertiveness means always getting what you want.

ANS: F PTS: 1

23. Self-talk involves making positive statements to ourselves and is part of the process of developing a positive attitude.

ANS: T PTS: 1

24. It is important to select the proper time and place to make self-disclosures.

ANS: T PTS: 1

25. Perfectionism always has positive outcomes.

ANS: F PTS: 1

MULTIPLE CHOICE

26. To be happy
- Ignore your problems
 - Make happiness a priority
 - Ignore other people

ANS: B PTS: 1

27. Emotional intelligence components include
- Social skill
 - A thick skin
 - A willingness to share your thoughts openly at any time

ANS: A PTS: 1

28. The defense mechanism of sublimation
- Attributes unacceptable thoughts and feelings about ourselves to others
 - Directs unacceptable impulses to socially constructive channels
 - Finds a safe, less threatening substitute and expresses anger or other impulses to that substitute

ANS: B PTS: 1

29. Defense mechanisms
- Are always bad
 - Are always good
 - Enable people to deal with anxiety

ANS: C PTS: 1

30. Your perceptions of your supervisor
- Can affect your relationship
 - Always make you work harder
 - Help you determine when you can goof off

ANS: A PTS: 1

31. Failing to remember a stressful event is an example of
- Rationalization
 - Scapegoating
 - Repression

ANS: C PTS: 1

32. The 14-year-old student sucking a thumb during periods of stress is experiencing
- Regression
 - Scapegoating
 - Displacement

ANS: A PTS: 1

33. People who say they do not care whether they get a promotion when they actually do want it are experiencing
- Projection
 - Sublimation
 - Denial

ANS: C PTS: 1

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

ANS: C PTS: 1

35. Roles are
- Sometimes ambiguous
 - Always clear
 - Neither of the answers is correct

ANS: A PTS: 1

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

ANS: B PTS: 1

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

ANS: A PTS: 1

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

ANS: C PTS: 1

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

ANS: B PTS: 1

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

ANS: A PTS: 1

COMPLETION

41. Individuals handle anxiety through the use of _____.

ANS: perceptual defense mechanisms

PTS: 1

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

ANS: halo

PTS: 1

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

ANS: self-esteem

PTS: 1

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

ANS: assertiveness

PTS: 1

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

ANS: Perception

PTS: 1

46. Part of _____ is understanding the various roles you play in life and then behaving appropriately for that role.

ANS: social skill

PTS: 1

47. Everyone has different _____ in life that he or she must play.

ANS: roles

PTS: 1

48. Attributing an unacceptable thought or feeling about oneself to others is the defense mechanism _____.

ANS: projection

PTS: 1

49. To exercise social skill, be aware of how quickly _____ can occur and think before you act.

ANS: emotional responses

PTS: 1

50. _____ is the practice of seeing yourself as a successful productive person.

ANS: Visualization

PTS: 1