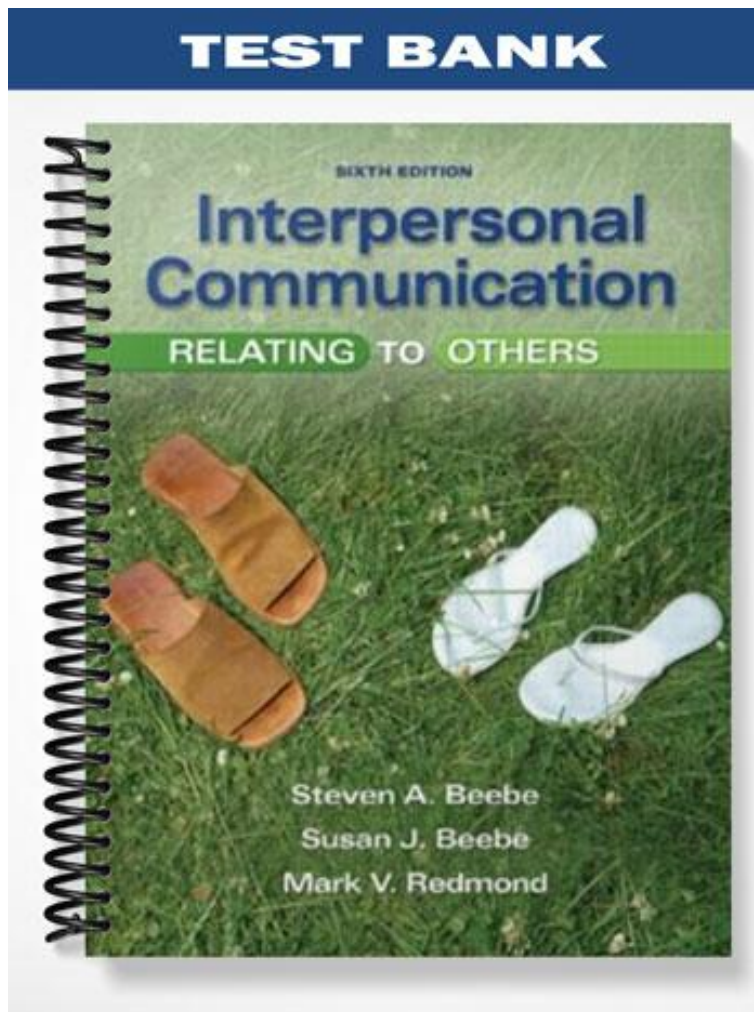


TEST BANK



SIXTH EDITION

**Interpersonal
Communication**

RELATING TO OTHERS

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Test Bank Chapter 2

Multiple Choice Questions

- 1) A learned predisposition to respond to a person, object, or idea in a favorable or unfavorable way is a(n)
- A) attitude.
 - B) belief.
 - C) value.
 - D) motive.

Answer: A, Page Ref: 33, Skill: Factual

- 2) Which of the following is most resistant to change?
- A) attitudes
 - B) beliefs
 - C) values
 - D) dislikes

Answer: C, Page Ref: 34-35, Skill: Factual

- 3) People with low self-esteem are likely to be more
- A) critical of others.
 - B) open to seeking opportunities to improve skills that need improving.
 - C) comfortable having others observe them when they perform.
 - D) open to admitting to having both strengths and weaknesses.

Answer: A, Page Ref: 52, Skill: Factual

- 4) People who have a high sense of self-worth are more likely to be
- A) comfortable having others observe them when they perform.
 - B) overly responsive to praise and compliments.
 - C) more sensitive to criticism and negative feedback from others.
 - D) more critical of others.

Answer: A, Page Ref: 53, Skill: Factual

- 5) Lyndi has an algebra class this semester, one that she has dreaded since beginning college. Math has never been an easy subject for her, so when her first test comes around she is convinced that she'll fail. Sure enough, when her exam is returned she has scored a 56%--an F. Lyndi is a victim of her own
- A) social decentering.
 - B) looking-glass self.
 - C) communication apprehension.
 - D) self-fulfilling prophecy.

Answer: D, Page Ref: 51, Skill: Application

6) A mental construct that reflects enduring concepts of good and bad, right and wrong, is called a(n)

- A) attitude.
- E) belief.
- F) value.
- G) motive.

Answer: C, Page Ref: 34, Skill: Factual

7) When we are aware of how to make a positive impression on others, but using our communication in this way has not yet become a habit, we are at this stage of Maslow's self-awareness model.

- A) unconscious incompetence
- B) conscious incompetence
- C) conscious competence
- D) unconscious competence

Answer: C, Page Ref: 35-36, Skill: Conceptual

8) William James identified three components of the self: the material, the social, and the spiritual. The material self is based upon

- A) all of the tangible things you own.
- B) that part of you that interacts with others.
- C) your internal thoughts and introspections about your values and moral standards.
- D) your needs and desires.

Answer: A, Page Ref: 36, Skill: Factual

9) The phrase, "We are not only our brother's keeper, we are our brother's maker," reflects which of the following concepts?

- A) spiritual self
- B) looking-glass self
- C) reflective self
- D) associational self

Answer: B, Page Ref: 38, Skill: Conceptual

10) Which of the following reflects the approach that the self is learned through our interactions with others?

- A) Dad always said I was as dumb as a post.
- B) I am a homemaker, a wife, and a mother.
- C) I'm a Republican.
- D) I own a BMW!

Answer: A, Page Ref: 37, Skill: Conceptual

11) Which of the following reflects the approach that the self is learned through our associations with groups?

- A) Dad always said I was his favorite child.
- B) I am a professional, a husband, and a father.
- C) I'm a Democrat.
- D) Hey! I'm an outgoing, fun sort of person.

Answer: C, Page Ref: 39, Skill: Conceptual

12) Which of the following reflects the approach that the self is learned through the roles we assume?

- A) Dad always said I was as smart as a whip.
- B) I am a professional, a wife, and a mother.
- C) I'm a Lutheran.
- D) Hey! I'm an outgoing, fun sort of person.

Answer: B, Page Ref: 39-41, Skill: Conceptual

13) Which of the following reflects the approach that the self is learned through our own labels?

- A) Dad always said I was trouble.
- B) I am a student, a son, and a boyfriend.
- C) I'm a Phi Beta Kappa.
- D) Hey! I'm an outgoing, fun sort of person.

Answer: D, Page Ref: 41, Skill: Conceptual

14) The *avoidant* attachment style is associated with

- A) not receiving all the affection you felt you needed from your childhood caregivers.
- B) having developed a strong, trusting, close, predictable relationship with your childhood caregivers.
- C) consistently receiving too little nurturing as a child.
- D) growing up in a home with someone other than one's biological parents.

Answer: C, Page Ref: 39, Skill: Conceptual

15) What percentage of adults report being shy?

- A) 5%
- B) 15%
- C) 26%
- D) 40%

Answer: D, Page Ref: 41, Skill: Factual

16) A role that is considered both masculine and feminine is called a(n) _____ role.

- A) disparate
- B) disjunctive
- C) ambivalent
- D) androgynous

Answer: D, Page Ref: 41, Skill: Factual

- 17) When your perception is that you are convinced that you are lousy in math, so you don't really study, and your recent test results confirm that perception, you may be engaging in
- A) selective exposure.
 - B) self-reflexive communication.
 - C) self-fulfilling prophecy.
 - D) social comparison.

Answer: C, Page Ref: 51, Skill: Application

- 18) Jason has a very strong desire for intimacy, warmth, and support in his relationships with others. According to Will Schutz, Jason most likely has a very strong need for
- A) inclusion.
 - B) control.
 - C) affection.
 - D) safety.

Answer: C, Page Ref: 53, Skill: Application

- 19) Calvin really likes to make decisions. He actively seeks out positions of leadership in his fraternity. According to Will Schutz, which interpersonal need is affecting Calvin's behavior?
- A) inclusion
 - B) control
 - C) affection
 - D) companionship

Answer: B, Page Ref: 53, Skill: Application

- 20) Margolis, in anticipating his next public speaking assignment, thinks that while he may not be the most skilled speaker, he is intelligent, he knows how to research a topic, and if he spends some time practicing he ought to be able to get at least a "C." Margolis is most likely engaging in which technique for improving self-esteem?
- A) avoiding comparisons
 - B) reframing
 - C) self-talk
 - D) visualization

Answer: C, Page Ref: 47, Skill: Application

- 21) The set of enduring internal predispositions and behavioral characteristics that describe how you react to your environment is your
- A) self-concept.
 - B) true self.
 - C) reflexive self.
 - D) personality.

Answer: A, Page Ref: 41, Skill: Factual

- 22) When you redefine events and experiences from a different perspective, you are engaging in
- A) self-talk.
 - B) visualization.
 - C) self-fulfilling prophecy.
 - D) reframing.

Answer: D, Page Ref: 48, Skill: Conceptual

23) Larry grew up in a family where his mother and father were constantly fighting and insulting each other. Their divorce was especially messy and mean. The poor quality of their relationship caused Larry to avoid commitment in a loving relationship for many years. Larry finally decides that he can no longer allow his feelings about love and marriage to be colored by his parents' failures. Which technique for improving self-esteem did Larry use?

- A) developing honest relationships
- B) letting go of the past
- C) visualization
- D) seeking support

Answer: B, Page Ref: 49, Skill: Application

24) Tom isn't having much success in meeting women. He asks his friend, Tanya, to help identify what he is doing that might be turning off the women he meets. Since Tanya has known him since they were in kindergarten, she tactfully but honestly tells him what she thinks. Tom's reliance on his relationship with Tanya reflects which strategy for improving one's self esteem?

- A) developing honest relationships
- B) letting go of the past
- C) visualization
- D) avoiding comparisons

Answer: A, Page Ref: 49, Skill: Application

25) Which of the following approaches suggests that a major factor affecting how people communicate with others is genetic makeup?

- A) implicit personality theory
- B) communibiological approach
- C) socio-communication perspective
- D) halo effect

Answer: B, Page Ref: 41, Skill: Factual

26) Your understanding of who you are is your

- A) self-disclosure.
- B) self-worth.
- C) self-knowledge.
- D) self-awareness.

Answer: D, Page Ref: 54, Skill: Factual

27) Joe tells anybody who will listen to him the most intimate details of his personal life. According to the Johari Window, he probably has a relatively large _____ self.

- A) blind
- B) unknown
- C) hidden
- D) open

Answer: D, Page Ref: 54, Skill: Application

28) According to the Johari Window, the part of the self that is known to others and known to self is the

- A) open self.
- B) blind self.
- C) hidden self.
- D) unknown self.

Answer: A, Page Ref: 54, Skill: Factual

29) According to the Johari Window, the part of the self that is known to others but not known to self is the

- A) open self.
- B) blind self.
- C) hidden self.
- D) unknown self.

Answer: B, Page Ref: 54, Skill: Factual

30) According to the Johari Window, the part of the self that is not known to others but known to self is the

- A) open self.
- B) blind self.
- C) hidden self.
- D) unknown self.

Answer: C, Page Ref: 54-55, Skill: Factual

True/False Questions

1) Beliefs are learned predispositions to respond to persons, objects, or things in a favorable or unfavorable way.

Answer: FALSE, Page Ref: 33-34, Skill: Factual

2) According to William James, a person has as many social selves as there are people who recognize him or her.

Answer: TRUE, Page Ref: 37, Skill: Factual

3) To disclose information to others, you must first be aware of who you are.

Answer: TRUE, Page Ref: 54, Skill: Factual

4) Your self-concept is your unfiltered perception of who you think you are.

Answer: FALSE, Page Ref: 33, Skill: Conceptual

5) Your self-concept and self-esteem filter every interaction you have with others.

Answer: TRUE, Page Ref: 50, Skill: Factual

6) The statement, “A fetus is a human being at the moment of conception,” reflects a value.

Answer: FALSE, Page Ref: 34, Skill: Conceptual

7) A person who changes who he or she is, depending on the person with whom he or she is interacting, may not be wishy-washy, but merely reflecting an appropriate social self.

Answer: TRUE, Page Ref: 37, Skill: Conceptual

8) Research has found strong evidence that people are less likely to misrepresent themselves in cyberspace than in “realspace” relationships.

Answer: FALSE, Page Ref: 40, Skill: Conceptual

9) One of the primary ways in which our self-concepts are formed is through the reaction of others.

Answer: TRUE, Page Ref: 38, Skill: Factual

10) An androgynous role is more restrictive than either a masculine or a feminine role.

Answer: FALSE, Page Ref: 41, Skill: Factual

11) Self-worth is a term often used interchangeably with self-concept.

Answer: FALSE, Page Ref: 43, Skill: Factual

12) One's communication style is identified by the habitual ways in which he or she behaves towards others.

Answer: TRUE, Page Ref: 55, Skill: Factual

13) Jeremiah just got called in to see the principal. As he walks to the office he wonders, “What have I done wrong? Of course, it may be nothing. Maybe there is just some information he needs.” Jeremiah is engaging in intrapersonal communication.

Answer: TRUE, Page Ref: 47, Skill: Application

14) The process a baseball player is going through when she pictures herself at the plate, swinging the bat, and making contact with the ball is called “self-talk.”

Answer: FALSE, Page Ref: 47, Skill: Conceptual

15) Through self-esteem you describe who you are. Through self-concept, you evaluate who you are.

Answer: FALSE, Page Ref: 43, Skill: Conceptual

16) Visualization uses a self-fulfilling prophecy in a positive way.

Answer: TRUE, Page Ref: 47-48, Skill: Conceptual

17) Self-disclosure applies to information provided to others, whether accidentally or on purpose.

Answer: FALSE, Page Ref: 53, Skill: Factual

18) Self-disclosure refers specifically to admitting deepest fears and private fantasies rather than mere demographic information about yourself.

Answer: FALSE, Page Ref: 53, Skill: Factual

19) Responsiveness is sometimes labeled a “feminine” communication quality.

Answer: TRUE, Page Ref: 56-57, Skill: Factual

20) According to William Snavely and John McNeil we develop our perceptions of others based primarily on two dimensions: assertiveness and responsiveness.

Answer: TRUE, Page Ref: 56, Skill: Factual

21) Adolescents and children, but not adults, are likely to allow the attitudes, beliefs, and values of others to shape their expectations and behavior.

Answer: FALSE, Page Ref: 38-39, Skill: Factual

22) On the whole, it seems that we spend most of our time giving “shows” instead of giving information.

Answer: TRUE, Page Ref: 36, Skill: Factual

Short Answer Questions

1) What three psychological constructs shape and reflect a person's self-concept?

Answer: beliefs, attitudes, and values

Page Ref: 33, Skill: Factual

2) Name and briefly describe the three components of the self identified by William James?

Answer: 1) the material self, consisting of all the tangible things we possess; 2) the social self, reflecting that part of you that interacts with others; 3) the spiritual self, consisting of all your internal thoughts and introspections about your values and moral standards

Page Ref: 36-38, Skill: Factual

3) How do your interactions with others shape your self-concept?

Answer: We learn who we are through the way others react to and interact with us. It is as if we see a reflection of ourselves in our parents, friends, and co-workers.

Page Ref: 38-39, Skill: Conceptual

4) How does one's self-esteem affect his or her interpretation of messages?

Answer: Someone with low self-esteem may be more sensitive to criticism and more defensive with people whom they consider to be superior. As a result, they will tend to limit or minimize opportunities for evaluation by withdrawal. Someone with high self-esteem will tend to be more positive with others and with him or herself, be better able to make realistic assessments of criticism, and be more comfortable interacting with others.

Page Ref: 52-53, Skill: Conceptual

5) Identify and briefly describe the three social needs suggested by Will Schutz.

Answer: Inclusion identifies the degree to which people want to be included in the activities of others. Control reflects the degree to which people need some influence over their relationships. Affection identifies the need people have to give and receive love.

Page Ref: 53, *Skill:* *Factual*

6) How can reframing help someone improve his or her self-concept?

Answer: Reframing involves the re-interpretation of negative criticism in realistic ways. While not ignoring the negative, one puts the criticism into perspective by recognizing that mistakes happen but do not make up the sum total of who you are.

Page Ref: 48, *Skill:* *Conceptual*

7) What is the difference between self-concept and self-esteem?

Answer: Through self-concept you *describe* who you are. Through self-esteem you *evaluate* who you are.

Page Ref: 43, *Skill:* *Conceptual*

8) Define and compare the concepts of self-concept and self-esteem.

Answer: Self-concept is a subjective description of who you *think* you are, reflected in your attitudes, beliefs, and values which are instilled in us from our earliest interpersonal relationships. These interactions with both individuals and groups provide labels and information that shape how we see ourselves. Self-esteem reflects an *evaluation* of who you are, based upon comparisons to others. We make judgments about our competence and our value based upon how others react to us. We also judge how we measure up in the performance of our daily activities compared to how well others perform similar activities. Our self-esteem is determined by the judgments we make from these comparisons.

Page Ref: 33, 43, *Skill:* *Application*

9) Bev, a good friend of yours, says she loves your new glasses and that she thinks you look great in them. Under what conditions are you most likely to believe Bev and to incorporate her comments into your self-concept?

Answer:

1. If other people have also said you look good in the glasses.
2. If you trust Bev's judgment about style and appearance.
3. If you also think you look good in your new glasses.

Page Ref: 38-39, *Skill:* *Application*

10) Your roommate, Anthony, is a freshman with an excellent academic background. He has begun to have problems with one of his classes and is really getting down on himself. Because he spends so much time on his school work he has not developed many friendships and doesn't socialize much. Since you like Anthony and would like to help him, explain how you can use the suggestions for improving self-esteem to improve his self-esteem.

Answer: The strategies most likely to be helpful include reframing and developing an honest relationship. You might also help Anthony understand how his self-talk is affecting him and explain how visualization might help him see his goals better. It is also possible that Anthony needs to let go of the past. Perhaps the strategies he used successfully in high school are no longer effective in this new environment. If Anthony's difficulties are deeply ingrained, ultimately, the best suggestion might be to seek professional support.

Page Ref: 47-49, *Skill:* Application

11) How might a person's online self differ from his or her offline self?

Answer: You have more control over the presentation of your online self. When people communicate through e-mail they perceive themselves to be more conversationally effective because they are more direct. E-mail conversation partners report themselves as more confident when communicating online, than face-to-face. People may be less truthful when communicating online. We are most likely to lie about our age, weight, and personal appearance when communicating online. In face-to-face relationships, people are generally more serious in tone than they are in relationships that are exclusively online. The more clear college students are about their own identities, the less likely they are to develop online relationships. There is a strong correlation between being a heavy user of the internet and reporting greater feelings of loneliness. People tend to be more confident online.

Page Ref: 40, *Skill:* Conceptual

Matching Sequences

1. Match the example with the dimension of the self.

1) "My new house cost \$500,000."	A) the spiritual self
2) "I'm a totally different person when I'm away from work."	B) the material self
3) "What is the meaning of life?"	C) the social self

Answers: 1) B, 2) C, 3) A, *Page Ref:* 36-38, *Skill:* Factual

2. Match the terms with Schutz' interpersonal need.

1) human contact and fellowship	A) affection
2) influence, stability, comfort	B) inclusion
3) support, warmth, intimacy	C) control

Answers: 1) B, 2) C, 3) A, *Page Ref:* 53, *Skill:* Factual

