Test Bank for Human Relations in Organizations 11th Lussier

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Human Relations in Organizations: Applications and Skill Building, 11e **(Lussier)**
Chapter 2 Personality, Stress, Learning, and Perception

1) People with an internal locus of control are closed to new experiences to improve performance.

2) Locus of control is a two-dimensional personality classification method.

3) According to the Big Five Model of Personality, people characterized by assertiveness, ambition, and energy are generally strong in dominance.

4) A Type A personality is commonly associated with a low level of stress.

5) People strong in surgency want to be followers, and they do not like to compete or influence.

6) Stressors are similar in how they affect different individuals.

7) Stress is an individual matter.

8) Some stress helps improve performance by challenging and motivating people.

9) People with Type B personalities have more stress than people with Type A personalities.

10) Tight control through autocratic management tends to create less stress for the employees.

11) Exercise, nutrition, relaxation, positive thinking, and a good support system help in tackling stress.

12) Today, it is generally agreed that intelligence is a product of genetics and not of the environment.

13) Accommodators rely more on other people for information than on technical analysis.

14) Assimilators tend to be more concerned with abstract ideas and concepts than with people.

15) Stereotyping is our tendency to see things from a narrow focus that directly affects us.

16) People sometimes selectively pick information they want to hear and ignore information they do not want to hear. This phenomenon is called frame of reference.

17) We perceive, select, organize, and interpret information as we expect it to appear.

18) Selective exposure influences job selection.

19) Dressing like a successful person in the organization during one's job interview might send out signals of overconfidence.

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20) Facial expressions convey feelings more accurately than words.

21) Discussing controversial topics and expressing personal views are best avoided especially during the four-minute barrier.

22) How is Type A personality characterized?
A) Easy going
B) Apathetic
C) Time conscious
D) Patient

23) _____ believe that they have little control over their performance and are closed to new experiences.
A) Externalizers
B) Internalizers
C) Extroverts
D) Type A personalities

24) _____ is a continuum representing one's belief as to whether external or internal forces determine one's destiny.
A) Surgency
B) Locus of control
C) Perceptual congruence
D) Conscientiousness

25) Jerry is a considerate person and is liberal in accepting the changes in his organization. Owing to his gregarious nature, Jerry has a lot of friends where he works. He finds it easy to establish a rapport with people. Which of the following Big Five personality dimensions is best reflected by Jerry in the scenario?
A) Surgency
B) Adjustment
C) Agreeableness
D) Conscientiousness

26) Which of the following statements is true of people with strong agreeable personality types?
A) They have an interest in getting ahead and leading through competing and influencing.
B) They are imaginative, intellectual, and creative.
C) They have very few friends.
D) They spend most of their time with other people.

27) The _____ personality dimension primarily focuses on traits related to being willing to change and try new things.
A) adjustment
B) conscientiousness
C) openness to experience
D) surgency

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28) Identify the common traits of people with a strong surgency personality dimension.
A) Laid-back or easygoing
B) Avoiding change and new things
C) Poor under pressure, nervous, insecure, and moody
D) Energetic, assertive, active, and ambitious

29) Richard is unambitious and prefers spending most of his time by himself. His colleagues consider him aloof and insecure. He finds it difficult to work under high pressure and often blames his colleagues. According to the Big Five personality dimensions, Richard's personality is
A) high in surgency.
B) high in openness to experience.
C) low in agreeableness.
D) high in adjustment.

30) Which of the following characterizes people with a strong adjustment personality type?
A) Energetic, assertive, active, and ambitious, with an interest in getting ahead
B) Cold, difficult, uncompassionate, unfriendly, and unsociable
C) Good under pressure, relaxed, secure, and positive
D) Imaginative, intellectual, open-minded, autonomous, and creative

31) Persistence, credibility, conformity, and organization are terms that describe the traits of _____.
A) weak adjustment
B) high conscientiousness
C) high agreeableness
D) weak surgency

32) Daniel, the supervisor of a team of financial analysts, aims to become a manager. He is confident and assertive about his ideas in the workplace. Daniel always gives precise instructions to his team members and expects them to follow the instructions. Which of the following Big Five personality dimensions is best reflected by Daniel in this scenario?
A) High surgency
B) Low conscientiousness
C) High adjustment
D) Low openness to experience

33) Kenneth will complete his probation as a teller by the end of this month. Over the past six months, he has proved to be tenacious and capable. He diligently follows the bank's standards and works systematically. Which of the following Big Five personality dimensions is best reflected by Kenneth in this scenario?
A) Low surgency
B) High agreeableness
C) Low adjustment
D) High conscientiousness

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34) Joanne's colleagues praise her ability to remain calm under all circumstances. Joanne is confident about her professional skills and can perform well under pressure. Which of the following Big Five personality dimensions is best reflected by Joanne in this scenario?
A) Weak surgency
B) High adjustment
C) Weak conscientiousness
D) High openness to experience

35) Which of the following statements is true of the personality traits of narcissists?
A) They have a willingness to praise others.
B) They do not tend to get promoted to management.
C) They tend to be self-centered.
D) They support others and have effective human relations.

36) The _____ identifies an individual's personality based on his or her four inclinations for certain ways of thinking and behaving.
A) Locus of Control Model
B) Birkman Method
C) Myers-Briggs Type Indicator
D) Personality Assessment System

37) "I'm always in a hurry and it upsets me to change my routine." Which of the following stressors is best reflected in this statement?
A) Organizational climate
B) Management behavior
C) Personality type
D) Job satisfaction

38) "In our department, there is a lot of competition and conflict." This statement best reflects stress due to
A) organizational climate.
B) management behavior.
C) leadership personality type.
D) job satisfaction.

39) Danny is a line manager for die and cast machines at Puissance Moteur Ltd. He yells at his subordinates for their slightest mistakes, and this has resulted in high attrition rates among the employees. Identify the stressor that Danny is imposing on his colleagues.
A) Organizational climate
B) Management behavior
C) High-directive–high-supportive behavior
D) Degree of job satisfaction

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40) Victor, a sales representative with Ignis Laboratories, works for more than 40 hours a week. Nevertheless, he enjoys his work and achieves his weekly and monthly targets. This has made him a top performer in the company. Identify the stressor that Victor has successfully managed.
A) Organizational climate
B) Management behavior
C) High-directive–high-supportive behavior
D) Degree of job satisfaction

41) Nelson had been busy preparing for his final exams for the past few months. However, a few days before the exam, he lost the interest and motivation to study as a result of the high pressure to perform well. Which of the following did Nelson most likely experience?
A) Tensile stress
B) Temporary burnout
C) Bipolar disorder
D) Panic attack

42) _____ is the level of one's capacity for new learning, problem solving, and decision making.
A) Surgency
B) Intelligence
C) Attitude
D) Perception

43) In the context of learning styles, _____ prefer to learn by doing and feeling.
A) accommodators
B) divergers
C) convergers
D) assimilators

44) In the context of learning styles, _____ prefer to learn by observing and feeling.
A) accommodators
B) divergers
C) convergers
D) assimilators

45) In the context of learning styles, which of the following statements is true about accommodators?
A) They prefer dealing with technical tasks and problems.
B) They are only concerned with abstract ideas and concepts.
C) They seek practical uses for information focusing on solutions.
D) They tend to learn primarily from hands-on experience.

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46) In the context of learning styles, _____ have the ability to view concrete situations from many different points of view.
A) assimilators
B) convergers
C) divergers
D) accommodators

47) Which of the following statements is a characteristic of the learning style of divergers?
A) They tend to learn primarily from hands-on experience.
B) They take their time gathering and analyzing many alternatives.
C) They tend to be more concerned with abstract ideas and concepts than with people.
D) They prefer learning by doing and thinking.

48) In the context of learning styles, _____ prefer to learn by doing and thinking.
A) accommodators
B) divergers
C) convergers
D) assimilators

49) Which of the following statements is true of the learning style of convergers?
A) They act on gut feelings, relying more on other people for information than on technical analysis.
B) They have the ability to view concrete situations from many different points of view.
C) They are effective at understanding a wide range of information and putting it into a concise, logical form.
D) They prefer dealing with technical tasks and problems rather than with interpersonal issues.

50) Which of the following statements characterizes the learning style of convergers?
A) They usually act on gut feelings.
B) They have the ability to view concrete situations from many different points of view.
C) They seek practical uses for information focusing on solutions.
D) They prefer dealing with interpersonal issues rather than with technical tasks and problems.

51) John is a sales executive with Omega Industries, and he sells engine valves to other industries. He is interested in knowing more about the products, and he also helps the research and development team with his inputs. However, he has a short temperament and does not get along with other team members. Identify the learning style of John.
A) Diverger
B) Assimilator
C) Accommodator
D) Converger

52) In the context of learning styles, _____ prefer to learn by observing and thinking.
A) assimilators
B) divergers
C) accommodators
D) convergers

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53) Maria is a spare parts manager with Torque Engines Industries. She collects the sales data for different engine parts and integrates them. This helps her focus on the engine parts, which show a downward trend in sales. These data also help her convince the management to improve marketing strategies in order to increase sales. Which of the following learning styles is most likely Maria's learning style?
A) Diverger
B) Assimilator
C) Accommodator
D) Converger

54) Kendall relies on his instinct to determine the designs that appeal to people. He bases his decisions on his interactions with people rather than on statistical analysis of consumer behavior. Which of the following is most likely Kendall's learning style?
A) Accommodator
B) Diverger
C) Converger
D) Assimilator

55) Kathy enjoys brainstorming. She gathers all the facts and analyzes a situation from multiple perspectives before making a decision. As a result, she sometimes misses opportunities. Which of the following is most likely Kathy's preferred learning style?
A) Accommodator
B) Diverger
C) Converger
D) Assimilator

56) Beth prefers to learn new skills on the job rather than in training sessions. Her decisions are based on instinct and not on technical analysis. Which of the following is most likely Beth's learning style?
A) Accommodator
B) Diverger
C) Converger
D) Assimilator

57) Albert is a sales representative at Maxim Insurance Inc. He tends to make quick decisions based primarily on input from people without much analysis. Albert likes being a sales representative as it gives him the freedom to set sales schedules and challenges him to close sales deals. He learns well through training sessions that involve role playing. Which of the following is most likely Albert's learning style?
A) Accommodator
B) Diverger
C) Converger
D) Assimilator

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58) Chris works as a nurse at Dayton Community Hospital. He took up this profession as he enjoys interacting with people and helping them. Chris spends a lot of time gathering information and weighing multiple alternatives before making any decision. Chris has learned a lot about nursing by watching other nurses. Which of the following is most likely his learning style?
A) Accommodator
B) Diverger
C) Converger
D) Assimilator

59) Dennis is an accountant and likes dealing with numbers and concrete accounting processes. He is always willing to help his colleagues solve problems, even though he avoids personal interactions with them. Although Dennis enjoyed college, he believes that one really learns about accounting when one gets into the job. Which of the following is most likely Dennis's learning style?
A) Accommodator
B) Diverger
C) Converger
D) Assimilator

60) Debra is a marketing researcher at Dale Manufacturers Inc. She enjoys compiling information. Debra always follows scientific procedures when conducting research. She believes that although questionnaires are useful, watching people select products in stores provides more valuable information. Which of the following is most likely Debra's learning style?
A) Accommodator
B) Diverger
C) Converger
D) Assimilator

61) _____ cultivates the capacity to acquire knowledge, adapt, and change with the environment to be innovative with speed.
A) Systems effect
B) Survey feedback
C) Organizational culture
D) Learning organization

62) Alvin tells his parents, "We don't see things the same way because you are old and I am young." Which of the following perception biases does Alvin have?
A) Projection
B) Frame of reference
C) Expectations
D) Selective exposure

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63) The term _____ refers to a person's interpretation of reality.
A) emotional intelligence
B) attitude
C) perception
D) emotion

64) _____ is the process of generalizing the behavior of all members of a group.
A) Rationalizing
B) Internalizing
C) Stereotyping
D) Marginalizing

65) Mathew is a sales representative with Kaar Components Ltd. Mathew tends to hear only those pieces of information that interest him while ignoring the rest. This behavior has affected his sales, and his manager often reprimands him. Which of the following is most likely Mathew's perception bias?
A) Stereotypes
B) Expectations
C) Selective exposure
D) Frame of reference

66) Mark, who attended a music festival where a local band performed, says "I did not like their music much, but my friends really liked it." Identify the perception bias exemplified in Mark's statement.
A) Interest
B) Frame of reference
C) Expectations
D) Selective exposure

67) Ashley is often inattentive when her boss is speaking to her. She says, "I often don't listen to what my boss is saying since I can predict what he is going to say." Which of the following perception biases does this statement reflect?
A) Stereotypes
B) Frame of reference
C) Expectations
D) Selective exposure

68) The management of Delssis Inc. announces their plan of closing their operations in New York. The top management feels this move will help them cut down their overhead expenses and concentrate their resources at a single location. The employees, however, think this is a negative move. Which of the following perception biases is exemplified in this scenario?
A) Frame of reference
B) Stereotypes
C) Expectations
D) Selective exposure

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69) The term _____ refers to the degree to which people see things the same way.
A) projection
B) selective exposure
C) perceptual congruence
D) frame of reference

70) The _____ is the time we have to make a good impression.
A) threshold period
B) four-minute barrier
C) frame of reference
D) six-minute sell

71) _____ refers to the way people perceive one another during their first impressions.
A) The transition effect
B) The primacy effect
C) Impression management
D) Selective exposure

72) The _____ is termed so because it is the average duration in which people make up their minds to continue the contact or separate during social situations.
A) one-minute barrier
B) perceptual period
C) four-minute sell
D) transition period

73) Laura meets Cindy, the owner of a well-known advertising agency in Los Angeles, at a social gathering. Laura wants to make a good first impression so that she can intern at Cindy's firm. Which of the following, if true, would help Laura make a favorable first impression?
A) During the first four minutes of their conversation, Laura brings up a controversial topic and states her opinion on the issue.
B) Laura maintains eye contact while introducing herself to Cindy.
C) Before leaving the gathering, Laura asks Cindy for her contact details so that she can keep in touch.
D) Laura spends a long time talking to Cindy.

74) Describe your Big Five personality profile.

75) Select a present or past boss and describe how his or her personality profile affected behavior, human relations, and performance in your department.

76) What was your stress personality type score and letter? Should you work at changing your personality type? Explain why or why not. Will you change?

77) Following the controlling stress plan, (1) identify your major stressor, (2) determine its cause and consequences, and (3) develop a plan to eliminate or decrease the stress. Identify each step in your answer.

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78) Of the five ways to eliminate or decrease stress, which do you do best? Which needs the most improvement and why? What will you do, if anything, to improve in that area?

79) What is your preferred learning style? Are the characteristics of the style a good description of you? Explain. Can you change your learning style?

80) Think about the person you enjoy or have enjoyed working with the most. Identify that person's learning style. Is it the same as yours? What is it that you enjoy about the person?

81) Think about the person you dislike or have disliked working with the most. Identify that person's learning style. Is it the same as yours? What is it that you dislike about the person?

82) Give an example of when you and another person experienced the same situation but perceived it differently. Which of the five biases affecting perception was responsible for the difference in perception? Explain your answer.

83) Give examples of situations when others formed a positive and a negative first impression of you. Explain the causes (appearance, nonverbal communication, behavior) of those impressions.

84) Which area of projecting a positive image (appearance, nonverbal communication, behavior) is your strongest? Which is your weakest? Explain your answers. What will you do to project a more positive image in the future?

85) Which personality traits exhibited by others tend to irritate you? Which of your personality traits tend to irritate others? How can you improve your personality?

86) Which is a more effective measure of personality—the Big Five Model of Personality or the Myers-Briggs Type Indicator?

87) Which cause of stress do you think is the major contributor to employee stress in organizations? What can organizations do to help eliminate or reduce employee stress?

88) What are the five components of emotional intelligence (EI)?

89) How do you know if your perception or that of others is the correct interpretation of reality?

90) Is it ethical to judge and stereotype people based on a few seconds or minutes during first impressions? How do your first impressions help and hinder your human relations?

91) Describe the Big Five personality dimensions.

92) How can personality profiling be used to improve our relations with other people?

93) Describe how one can deal with extroverts and introverts.

94) List the causes of stress. Describe how to be more effective at controlling stress.

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95) Describe the four learning styles.

96) Describe five biases affecting perception.

97) Explain the primacy effect and the four-minute barrier.

98) Briefly explain impression or image management.

99) A(n) _____ is characterized as fast moving, hard driving, time conscious, competitive, impatient, and preoccupied with work.

100) People with a(n) _____ locus of control believe that they have little control over their performance.

101) The _____ personality dimension includes leadership and extroversion traits.

102) _____ identify individual strong and weak traits.

103) _____ is an emotional or physical reaction to environmental activities and events.

104) _____ is the constant lack of interest and motivation to perform one's job because of stress.

105) The _____ plan includes step 1, identify stressors; step 2, determine their causes and consequences; and step 3, plan to eliminate or decrease the stress.

106) Andrew, who enrolled himself for a course in instructional designing, says, "My friends liked the course very much, but I didn't." _____ is the perception bias evident in Andrew's statement.

107) The term _____ refers to the degree to which people see things the same way.

108) The _____ is the way people perceive one another during their first impressions.

109) The _____ is the time we have to make a good impression.

110) Our _____ is other people's attitudes toward us.

111) When people first see you, they notice your appearance and nonverbal expressions first, and then they observe your _____.

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Chapter 2 Personality, Stress, Learning, and Perception

1) People with an internal locus of control are closed to new experiences to improve performance.

Answer: FALSE
Difficulty: 1 Easy
Learning Objective: 02-01 Describe the Big Five personality dimensions.
Bloom's: Remember
Accessibility: Keyboard Navigation

2) Locus of control is a two-dimensional personality classification method.

Answer: TRUE
Difficulty: 1 Easy
Learning Objective: 02-01 Describe the Big Five personality dimensions.
Bloom's: Remember
Accessibility: Keyboard Navigation

3) According to the Big Five Model of Personality, people characterized by assertiveness, ambition, and energy are generally strong in dominance.

Answer: TRUE
Difficulty: 1 Easy
Learning Objective: 02-08 Define the following 15 key terms (in order of appearance in the chapter): personality, Type A personality, locus of control, Big Five Model of Personality, stress, stressors, burnout, controlling stress plan, intelligence, perception, stereotyping, perceptual congruence, primacy effect, four-minute barrier, and image.; 02-01 Describe the Big Five personality dimensions.
Bloom's: Remember
Accessibility: Keyboard Navigation

4) A Type A personality is commonly associated with a low level of stress.

Answer: FALSE
Difficulty: 1 Easy
Learning Objective: 02-01 Describe the Big Five personality dimensions.
Bloom's: Remember
Accessibility: Keyboard Navigation

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5) People strong in surgency want to be followers, and they do not like to compete or influence.

Answer: FALSE
Difficulty: 1 Easy
Learning Objective: 02-01 Describe the Big Five personality dimensions.
Bloom's: Remember
Accessibility: Keyboard Navigation

6) Stressors are similar in how they affect different individuals.

Answer: FALSE
Difficulty: 1 Easy
Learning Objective: 02-03 Describe your stress personality type.
Bloom's: Remember
Accessibility: Keyboard Navigation

7) Stress is an individual matter.

Answer: TRUE
Difficulty: 1 Easy
Learning Objective: 02-03 Describe your stress personality type.
Bloom's: Remember
Accessibility: Keyboard Navigation

8) Some stress helps improve performance by challenging and motivating people.

Answer: TRUE
Difficulty: 1 Easy
Learning Objective: 02-03 Describe your stress personality type.
Bloom's: Remember
Accessibility: Keyboard Navigation

9) People with Type B personalities have more stress than people with Type A personalities.

Answer: FALSE
Difficulty: 1 Easy
Learning Objective: 02-04 List causes of stress, and describe how to be more effective at controlling stress.
Bloom's: Remember
Accessibility: Keyboard Navigation

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10) Tight control through autocratic management tends to create less stress for the employees.

Answer: FALSE
Difficulty: 1 Easy
Learning Objective: 02-04 List causes of stress, and describe how to be more effective at controlling stress.
Bloom's: Remember
Accessibility: Keyboard Navigation

11) Exercise, nutrition, relaxation, positive thinking, and a good support system help in tackling stress.

Answer: TRUE
Difficulty: 1 Easy
Learning Objective: 02-04 List causes of stress, and describe how to be more effective at controlling stress.
Bloom's: Remember
Accessibility: Keyboard Navigation

12) Today, it is generally agreed that intelligence is a product of genetics and not of the environment.

Answer: FALSE
Difficulty: 1 Easy
Learning Objective: 02-04 List causes of stress, and describe how to be more effective at controlling stress.
Bloom's: Remember
Accessibility: Keyboard Navigation

13) Accommodators rely more on other people for information than on technical analysis.

Answer: TRUE
Difficulty: 1 Easy
Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.
Bloom's: Remember
Accessibility: Keyboard Navigation

14) Assimilators tend to be more concerned with abstract ideas and concepts than with people.

Answer: TRUE
Difficulty: 1 Easy
Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.
Bloom's: Remember
Accessibility: Keyboard Navigation

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15) Stereotyping is our tendency to see things from a narrow focus that directly affects us.

Answer: FALSE
Difficulty: 1 Easy
Learning Objective: 02-06 Describe five biases affecting perception.
Bloom's: Remember
Accessibility: Keyboard Navigation

16) People sometimes selectively pick information they want to hear and ignore information they do not want to hear. This phenomenon is called frame of reference.

Answer: FALSE
Difficulty: 1 Easy
Learning Objective: 02-06 Describe five biases affecting perception.
Bloom's: Remember
Accessibility: Keyboard Navigation

17) We perceive, select, organize, and interpret information as we expect it to appear.

Answer: TRUE
Difficulty: 1 Easy
Learning Objective: 02-06 Describe five biases affecting perception.
Bloom's: Remember
Accessibility: Keyboard Navigation

18) Selective exposure influences job selection.

Answer: FALSE
Difficulty: 1 Easy
Learning Objective: 02-06 Describe five biases affecting perception.
Bloom's: Remember
Accessibility: Keyboard Navigation

19) Dressing like a successful person in the organization during one's job interview might send out signals of overconfidence.

Answer: FALSE
Difficulty: 2 Medium
Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image.
Bloom's: Understand
Accessibility: Keyboard Navigation

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20) Facial expressions convey feelings more accurately than words.

Answer: TRUE
Difficulty: 1 Easy
Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image.
Bloom's: Remember
Accessibility: Keyboard Navigation

21) Discussing controversial topics and expressing personal views are best avoided especially during the four-minute barrier.

Answer: TRUE
Difficulty: 1 Easy
Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image.
Bloom's: Remember
Accessibility: Keyboard Navigation

22) How is Type A personality characterized?
A) Easy going
B) Apathetic
C) Time conscious
D) Patient

Answer: C
Difficulty: 1 Easy
Learning Objective: 02-01 Describe the Big Five personality dimensions.
Bloom's: Remember
Accessibility: Keyboard Navigation

23) _____ believe that they have little control over their performance and are closed to new experiences.
A) Externalizers
B) Internalizers
C) Extroverts
D) Type A personalities

Answer: A
Difficulty: 1 Easy
Learning Objective: 02-01 Describe the Big Five personality dimensions.
Bloom's: Remember
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24) _____ is a continuum representing one's belief as to whether external or internal forces determine one's destiny.
A) Surgency
B) Locus of control
C) Perceptual congruence
D) Conscientiousness

Answer: B
Difficulty: 1 Easy
Learning Objective: 02-08 Define the following 15 key terms (in order of appearance in the chapter): personality, Type A personality, locus of control, Big Five Model of Personality, stress, stressors, burnout, controlling stress plan, intelligence, perception, stereotyping, perceptual congruence, primacy effect, four-minute barrier, and image.; 02-01 Describe the Big Five personality dimensions.
Bloom's: Remember
Accessibility: Keyboard Navigation

25) Jerry is a considerate person and is liberal in accepting the changes in his organization. Owing to his gregarious nature, Jerry has a lot of friends where he works. He finds it easy to establish a rapport with people. Which of the following Big Five personality dimensions is best reflected by Jerry in the scenario?
A) Surgency
B) Adjustment
C) Agreeableness
D) Conscientiousness

Answer: A
Difficulty: 3 Hard
Learning Objective: 02-01 Describe the Big Five personality dimensions.
Bloom's: Apply
Accessibility: Keyboard Navigation

26) Which of the following statements is true of people with strong agreeable personality types?
A) They have an interest in getting ahead and leading through competing and influencing.
B) They are imaginative, intellectual, and creative.
C) They have very few friends.
D) They spend most of their time with other people.

Answer: D
Difficulty: 2 Medium
Learning Objective: 02-01 Describe the Big Five personality dimensions.
Bloom's: Understand
Accessibility: Keyboard Navigation

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27) The _____ personality dimension primarily focuses on traits related to being willing to change and try new things.
A) adjustment
B) conscientiousness
C) openness to experience
D) surgency

Answer: C
Difficulty: 1 Easy
Learning Objective: 02-01 Describe the Big Five personality dimensions.
Bloom's: Remember
Accessibility: Keyboard Navigation

28) Identify the common traits of people with a strong surgency personality dimension.
A) Laid-back or easygoing
B) Avoiding change and new things
C) Poor under pressure, nervous, insecure, and moody
D) Energetic, assertive, active, and ambitious

Answer: D
Difficulty: 1 Easy
Learning Objective: 02-01 Describe the Big Five personality dimensions.
Bloom's: Remember
Accessibility: Keyboard Navigation

29) Richard is unambitious and prefers spending most of his time by himself. His colleagues consider him aloof and insecure. He finds it difficult to work under high pressure and often blames his colleagues. According to the Big Five personality dimensions, Richard's personality is
A) high in surgency.
B) high in openness to experience.
C) low in agreeableness.
D) high in adjustment.

Answer: C
Difficulty: 3 Hard
Learning Objective: 02-01 Describe the Big Five personality dimensions.
Bloom's: Apply
Accessibility: Keyboard Navigation

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30) Which of the following characterizes people with a strong adjustment personality type?
A) Energetic, assertive, active, and ambitious, with an interest in getting ahead
B) Cold, difficult, uncompassionate, unfriendly, and unsociable
C) Good under pressure, relaxed, secure, and positive
D) Imaginative, intellectual, open-minded, autonomous, and creative

Answer: C
Difficulty: 2 Medium
Learning Objective: 02-01 Describe the Big Five personality dimensions.
Bloom's: Understand
Accessibility: Keyboard Navigation

31) Persistence, credibility, conformity, and organization are terms that describe the traits of _____.
A) weak adjustment
B) high conscientiousness
C) high agreeableness
D) weak surgency

Answer: B
Difficulty: 1 Easy
Learning Objective: 02-01 Describe the Big Five personality dimensions.
Bloom's: Remember
Accessibility: Keyboard Navigation

32) Daniel, the supervisor of a team of financial analysts, aims to become a manager. He is confident and assertive about his ideas in the workplace. Daniel always gives precise instructions to his team members and expects them to follow the instructions. Which of the following Big Five personality dimensions is best reflected by Daniel in this scenario?
A) High surgency
B) Low conscientiousness
C) High adjustment
D) Low openness to experience

Answer: A
Difficulty: 3 Hard
Learning Objective: 02-01 Describe the Big Five personality dimensions.
Bloom's: Apply
Accessibility: Keyboard Navigation

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33) Kenneth will complete his probation as a teller by the end of this month. Over the past six months, he has proved to be tenacious and capable. He diligently follows the bank's standards and works systematically. Which of the following Big Five personality dimensions is best reflected by Kenneth in this scenario?
A) Low surgency
B) High agreeableness
C) Low adjustment
D) High conscientiousness

Answer: D
Difficulty: 3 Hard
Learning Objective: 02-01 Describe the Big Five personality dimensions.
Bloom's: Apply
Accessibility: Keyboard Navigation

34) Joanne's colleagues praise her ability to remain calm under all circumstances. Joanne is confident about her professional skills and can perform well under pressure. Which of the following Big Five personality dimensions is best reflected by Joanne in this scenario?
A) Weak surgency
B) High adjustment
C) Weak conscientiousness
D) High openness to experience

Answer: B
Difficulty: 3 Hard
Learning Objective: 02-01 Describe the Big Five personality dimensions.
Bloom's: Apply
Accessibility: Keyboard Navigation

35) Which of the following statements is true of the personality traits of narcissists?
A) They have a willingness to praise others.
B) They do not tend to get promoted to management.
C) They tend to be self-centered.
D) They support others and have effective human relations.

Answer: C
Difficulty: 2 Medium
Learning Objective: 02-01 Describe the Big Five personality dimensions.
Bloom's: Understand
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36) The _____ identifies an individual's personality based on his or her four inclinations for certain ways of thinking and behaving.
A) Locus of Control Model
B) Birkman Method
C) Myers-Briggs Type Indicator
D) Personality Assessment System

Answer: C
Difficulty: 1 Easy
Learning Objective: 02-02 Explain the benefits of understanding and identifying personality profiles.
Bloom's: Remember
Accessibility: Keyboard Navigation

37) "I'm always in a hurry and it upsets me to change my routine." Which of the following stressors is best reflected in this statement?
A) Organizational climate
B) Management behavior
C) Personality type
D) Job satisfaction

Answer: C
Difficulty: 2 Medium
Learning Objective: 02-04 List causes of stress, and describe how to be more effective at controlling stress.
Bloom's: Apply
Accessibility: Keyboard Navigation

38) "In our department, there is a lot of competition and conflict." This statement best reflects stress due to
A) organizational climate.
B) management behavior.
C) leadership personality type.
D) job satisfaction.

Answer: A
Difficulty: 2 Medium
Learning Objective: 02-04 List causes of stress, and describe how to be more effective at controlling stress.
Bloom's: Apply
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39) Danny is a line manager for die and cast machines at Puissance Moteur Ltd. He yells at his subordinates for their slightest mistakes, and this has resulted in high attrition rates among the employees. Identify the stressor that Danny is imposing on his colleagues.
A) Organizational climate
B) Management behavior
C) High-directive–high-supportive behavior
D) Degree of job satisfaction

Answer: B
Difficulty: 3 Hard
Learning Objective: 02-04 List causes of stress, and describe how to be more effective at controlling stress.
Bloom's: Apply
Accessibility: Keyboard Navigation

40) Victor, a sales representative with Ignis Laboratories, works for more than 40 hours a week. Nevertheless, he enjoys his work and achieves his weekly and monthly targets. This has made him a top performer in the company. Identify the stressor that Victor has successfully managed.
A) Organizational climate
B) Management behavior
C) High-directive–high-supportive behavior
D) Degree of job satisfaction

Answer: D
Difficulty: 3 Hard
Learning Objective: 02-04 List causes of stress, and describe how to be more effective at controlling stress.
Bloom's: Apply
Accessibility: Keyboard Navigation

41) Nelson had been busy preparing for his final exams for the past few months. However, a few days before the exam, he lost the interest and motivation to study as a result of the high pressure to perform well. Which of the following did Nelson most likely experience?
A) Tensile stress
B) Temporary burnout
C) Bipolar disorder
D) Panic attack

Answer: A
Difficulty: 3 Hard
Learning Objective: 02-04 List causes of stress, and describe how to be more effective at controlling stress.
Bloom's: Apply
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42) _____ is the level of one's capacity for new learning, problem solving, and decision making.
A) Surgency
B) Intelligence
C) Attitude
D) Perception

Answer: B
Difficulty: 1 Easy
Learning Objective: 02-08 Define the following 15 key terms (in order of appearance in the chapter): personality, Type A personality, locus of control, Big Five Model of Personality, stress, stressors, burnout, controlling stress plan, intelligence, perception, stereotyping, perceptual congruence, primacy effect, four-minute barrier, and image.; 02-04 List causes of stress, and describe how to be more effective at controlling stress.
Bloom's: Remember
Accessibility: Keyboard Navigation

43) In the context of learning styles, _____ prefer to learn by doing and feeling.
A) accommodators
B) divergers
C) convergers
D) assimilators

Answer: A
Difficulty: 1 Easy
Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.
Bloom's: Remember
Accessibility: Keyboard Navigation

44) In the context of learning styles, _____ prefer to learn by observing and feeling.
A) accommodators
B) divergers
C) convergers
D) assimilators

Answer: B
Difficulty: 1 Easy
Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.
Bloom's: Remember
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45) In the context of learning styles, which of the following statements is true about accommodators?
A) They prefer dealing with technical tasks and problems.
B) They are only concerned with abstract ideas and concepts.
C) They seek practical uses for information focusing on solutions.
D) They tend to learn primarily from hands-on experience.

Answer: D
Difficulty: 2 Medium
Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.
Bloom's: Understand
Accessibility: Keyboard Navigation

46) In the context of learning styles, _____ have the ability to view concrete situations from many different points of view.
A) assimilators
B) convergers
C) divergers
D) accommodators

Answer: C
Difficulty: 1 Easy
Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.
Bloom's: Remember
Accessibility: Keyboard Navigation

47) Which of the following statements is a characteristic of the learning style of divergers?
A) They tend to learn primarily from hands-on experience.
B) They take their time gathering and analyzing many alternatives.
C) They tend to be more concerned with abstract ideas and concepts than with people.
D) They prefer learning by doing and thinking.

Answer: B
Difficulty: 2 Medium
Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.
Bloom's: Understand
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48) In the context of learning styles, _____ prefer to learn by doing and thinking.
A) accommodators
B) divergers
C) convergers
D) assimilators

Answer: C
Difficulty: 1 Easy
Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.
Bloom's: Remember
Accessibility: Keyboard Navigation

49) Which of the following statements is true of the learning style of convergers?
A) They act on gut feelings, relying more on other people for information than on technical analysis.
B) They have the ability to view concrete situations from many different points of view.
C) They are effective at understanding a wide range of information and putting it into a concise, logical form.
D) They prefer dealing with technical tasks and problems rather than with interpersonal issues.

Answer: D
Difficulty: 2 Medium
Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.
Bloom's: Understand
Accessibility: Keyboard Navigation

50) Which of the following statements characterizes the learning style of convergers?
A) They usually act on gut feelings.
B) They have the ability to view concrete situations from many different points of view.
C) They seek practical uses for information focusing on solutions.
D) They prefer dealing with interpersonal issues rather than with technical tasks and problems.

Answer: C
Difficulty: 2 Medium
Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.
Bloom's: Understand
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51) John is a sales executive with Omega Industries, and he sells engine valves to other industries. He is interested in knowing more about the products, and he also helps the research and development team with his inputs. However, he has a short temperament and does not get along with other team members. Identify the learning style of John.
A) Diverger
B) Assimilator
C) Accommodator
D) Converger

Answer: D
Difficulty: 3 Hard
Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.
Bloom's: Apply
Accessibility: Keyboard Navigation

52) In the context of learning styles, _____ prefer to learn by observing and thinking.
A) assimilators
B) divergers
C) accommodators
D) convergers

Answer: A
Difficulty: 1 Easy
Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.
Bloom's: Remember
Accessibility: Keyboard Navigation

53) Maria is a spare parts manager with Torque Engines Industries. She collects the sales data for different engine parts and integrates them. This helps her focus on the engine parts, which show a downward trend in sales. These data also help her convince the management to improve marketing strategies in order to increase sales. Which of the following learning styles is most likely Maria's learning style?
A) Diverger
B) Assimilator
C) Accommodator
D) Converger

Answer: B
Difficulty: 3 Hard
Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.
Bloom's: Apply
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54) Kendall relies on his instinct to determine the designs that appeal to people. He bases his decisions on his interactions with people rather than on statistical analysis of consumer behavior. Which of the following is most likely Kendall's learning style?
A) Accommodator
B) Diverger
C) Converger
D) Assimilator

Answer: A
Difficulty: 3 Hard
Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.
Bloom's: Apply
Accessibility: Keyboard Navigation

55) Kathy enjoys brainstorming. She gathers all the facts and analyzes a situation from multiple perspectives before making a decision. As a result, she sometimes misses opportunities. Which of the following is most likely Kathy's preferred learning style?
A) Accommodator
B) Diverger
C) Converger
D) Assimilator

Answer: B
Difficulty: 3 Hard
Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.
Bloom's: Apply
Accessibility: Keyboard Navigation

56) Beth prefers to learn new skills on the job rather than in training sessions. Her decisions are based on instinct and not on technical analysis. Which of the following is most likely Beth's learning style?
A) Accommodator
B) Diverger
C) Converger
D) Assimilator

Answer: A
Difficulty: 3 Hard
Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.
Bloom's: Apply
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57) Albert is a sales representative at Maxim Insurance Inc. He tends to make quick decisions based primarily on input from people without much analysis. Albert likes being a sales representative as it gives him the freedom to set sales schedules and challenges him to close sales deals. He learns well through training sessions that involve role playing. Which of the following is most likely Albert's learning style?
A) Accommodator
B) Diverger
C) Converger
D) Assimilator

Answer: A
Difficulty: 3 Hard
Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.
Bloom's: Apply
Accessibility: Keyboard Navigation

58) Chris works as a nurse at Dayton Community Hospital. He took up this profession as he enjoys interacting with people and helping them. Chris spends a lot of time gathering information and weighing multiple alternatives before making any decision. Chris has learned a lot about nursing by watching other nurses. Which of the following is most likely his learning style?
A) Accommodator
B) Diverger
C) Converger
D) Assimilator

Answer: B
Difficulty: 3 Hard
Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.
Bloom's: Apply
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59) Dennis is an accountant and likes dealing with numbers and concrete accounting processes. He is always willing to help his colleagues solve problems, even though he avoids personal interactions with them. Although Dennis enjoyed college, he believes that one really learns about accounting when one gets into the job. Which of the following is most likely Dennis's learning style?
A) Accommodator
B) Diverger
C) Converger
D) Assimilator

Answer: C
Difficulty: 3 Hard
Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.
Bloom's: Apply
Accessibility: Keyboard Navigation

60) Debra is a marketing researcher at Dale Manufacturers Inc. She enjoys compiling information. Debra always follows scientific procedures when conducting research. She believes that although questionnaires are useful, watching people select products in stores provides more valuable information. Which of the following is most likely Debra's learning style?
A) Accommodator
B) Diverger
C) Converger
D) Assimilator

Answer: D
Difficulty: 3 Hard
Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.
Bloom's: Apply
Accessibility: Keyboard Navigation

61) _____ cultivates the capacity to acquire knowledge, adapt, and change with the environment to be innovative with speed.
A) Systems effect
B) Survey feedback
C) Organizational culture
D) Learning organization

Answer: D
Difficulty: 1 Easy
Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.
Bloom's: Remember
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62) Alvin tells his parents, "We don't see things the same way because you are old and I am young." Which of the following perception biases does Alvin have?
A) Projection
B) Frame of reference
C) Expectations
D) Selective exposure

Answer: B
Difficulty: 3 Hard
Learning Objective: 02-06 Describe five biases affecting perception.
Bloom's: Apply
Accessibility: Keyboard Navigation

63) The term _____ refers to a person's interpretation of reality.
A) emotional intelligence
B) attitude
C) perception
D) emotion

Answer: C
Difficulty: 1 Easy
Learning Objective: 02-06 Describe five biases affecting perception.; 02-08 Define the following 15 key terms (in order of appearance in the chapter): personality, Type A personality, locus of control, Big Five Model of Personality, stress, stressors, burnout, controlling stress plan, intelligence, perception, stereotyping, perceptual congruence, primacy effect, four-minute barrier, and image.
Bloom's: Remember
Accessibility: Keyboard Navigation

64) _____ is the process of generalizing the behavior of all members of a group.
A) Rationalizing
B) Internalizing
C) Stereotyping
D) Marginalizing

Answer: C
Difficulty: 1 Easy
Learning Objective: 02-06 Describe five biases affecting perception.; 02-08 Define the following 15 key terms (in order of appearance in the chapter): personality, Type A personality, locus of control, Big Five Model of Personality, stress, stressors, burnout, controlling stress plan, intelligence, perception, stereotyping, perceptual congruence, primacy effect, four-minute barrier, and image.
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65) Mathew is a sales representative with Kaar Components Ltd. Mathew tends to hear only those pieces of information that interest him while ignoring the rest. This behavior has affected his sales, and his manager often reprimands him. Which of the following is most likely Mathew's perception bias?
A) Stereotypes
B) Expectations
C) Selective exposure
D) Frame of reference

Answer: C
Difficulty: 3 Hard
Learning Objective: 02-06 Describe five biases affecting perception.
Bloom's: Apply
Accessibility: Keyboard Navigation

66) Mark, who attended a music festival where a local band performed, says "I did not like their music much, but my friends really liked it." Identify the perception bias exemplified in Mark's statement.
A) Interest
B) Frame of reference
C) Expectations
D) Selective exposure

Answer: A
Difficulty: 3 Hard
Learning Objective: 02-06 Describe five biases affecting perception.
Bloom's: Apply
Accessibility: Keyboard Navigation

67) Ashley is often inattentive when her boss is speaking to her. She says, "I often don't listen to what my boss is saying since I can predict what he is going to say." Which of the following perception biases does this statement reflect?
A) Stereotypes
B) Frame of reference
C) Expectations
D) Selective exposure

Answer: C
Difficulty: 3 Hard
Learning Objective: 02-06 Describe five biases affecting perception.
Bloom's: Apply
Accessibility: Keyboard Navigation

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68) The management of Delssis Inc. announces their plan of closing their operations in New York. The top management feels this move will help them cut down their overhead expenses and concentrate their resources at a single location. The employees, however, think this is a negative move. Which of the following perception biases is exemplified in this scenario?
A) Frame of reference
B) Stereotypes
C) Expectations
D) Selective exposure

Answer: A
Difficulty: 3 Hard
Learning Objective: 02-06 Describe five biases affecting perception.
Bloom's: Apply
Accessibility: Keyboard Navigation

69) The term _____ refers to the degree to which people see things the same way.
A) projection
B) selective exposure
C) perceptual congruence
D) frame of reference

Answer: C
Difficulty: 1 Easy
Learning Objective: 02-06 Describe five biases affecting perception.; 02-08 Define the following 15 key terms (in order of appearance in the chapter): personality, Type A personality, locus of control, Big Five Model of Personality, stress, stressors, burnout, controlling stress plan, intelligence, perception, stereotyping, perceptual congruence, primacy effect, four-minute barrier, and image.
Bloom's: Remember
Accessibility: Keyboard Navigation

70) The _____ is the time we have to make a good impression.
A) threshold period
B) four-minute barrier
C) frame of reference
D) six-minute sell

Answer: B
Difficulty: 1 Easy
Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image.; 02-08 Define the following 15 key terms (in order of appearance in the chapter): personality, Type A personality, locus of control, Big Five Model of Personality, stress, stressors, burnout, controlling stress plan, intelligence, perception, stereotyping, perceptual congruence, primacy effect, four-minute barrier, and image.
Bloom's: Remember
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71) _____ refers to the way people perceive one another during their first impressions.
A) The transition effect
B) The primacy effect
C) Impression management
D) Selective exposure

Answer: B
Difficulty: 1 Easy
Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image.; 02-08 Define the following 15 key terms (in order of appearance in the chapter): personality, Type A personality, locus of control, Big Five Model of Personality, stress, stressors, burnout, controlling stress plan, intelligence, perception, stereotyping, perceptual congruence, primacy effect, four-minute barrier, and image.
Bloom's: Remember
Accessibility: Keyboard Navigation

72) The _____ is termed so because it is the average duration in which people make up their minds to continue the contact or separate during social situations.
A) one-minute barrier
B) perceptual period
C) four-minute sell
D) transition period

Answer: C
Difficulty: 1 Easy
Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image.
Bloom's: Remember
Accessibility: Keyboard Navigation

73) Laura meets Cindy, the owner of a well-known advertising agency in Los Angeles, at a social gathering. Laura wants to make a good first impression so that she can intern at Cindy's firm. Which of the following, if true, would help Laura make a favorable first impression?
A) During the first four minutes of their conversation, Laura brings up a controversial topic and states her opinion on the issue.
B) Laura maintains eye contact while introducing herself to Cindy.
C) Before leaving the gathering, Laura asks Cindy for her contact details so that she can keep in touch.
D) Laura spends a long time talking to Cindy.

Answer: B
Difficulty: 3 Hard
Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image.
Bloom's: Apply
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74) Describe your Big Five personality profile.

Answer: Student answers will vary; additional sample answers may be found in the IM.
Difficulty: 3 Hard
Learning Objective: 02-02 Explain the benefits of understanding and identifying personality profiles.
Bloom's: Apply
Accessibility: Keyboard Navigation

75) Select a present or past boss and describe how his or her personality profile affected behavior, human relations, and performance in your department.

Answer: Student answers will vary; additional sample answers may be found in the IM.
Difficulty: 3 Hard
Learning Objective: 02-02 Explain the benefits of understanding and identifying personality profiles.
Bloom's: Analyze
Accessibility: Keyboard Navigation

76) What was your stress personality type score and letter? Should you work at changing your personality type? Explain why or why not. Will you change?

Answer: Student answers will vary; additional sample answers may be found in the IM.
Difficulty: 3 Hard
Learning Objective: 02-04 List causes of stress, and describe how to be more effective at controlling stress.
Bloom's: Apply
Accessibility: Keyboard Navigation

77) Following the controlling stress plan, (1) identify your major stressor, (2) determine its cause and consequences, and (3) develop a plan to eliminate or decrease the stress. Identify each step in your answer.

Answer: Student answers will vary; additional sample answers may be found in the IM.
Difficulty: 3 Hard
Learning Objective: 02-04 List causes of stress, and describe how to be more effective at controlling stress.
Bloom's: Apply
Accessibility: Keyboard Navigation

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78) Of the five ways to eliminate or decrease stress, which do you do best? Which needs the most improvement and why? What will you do, if anything, to improve in that area?

Answer: Student answers will vary; additional sample answers may be found in the IM.
Difficulty: 3 Hard
Learning Objective: 02-04 List causes of stress, and describe how to be more effective at controlling stress.
Bloom's: Analyze
Accessibility: Keyboard Navigation

79) What is your preferred learning style? Are the characteristics of the style a good description of you? Explain. Can you change your learning style?

Answer: Student answers will vary; additional sample answers may be found in the IM.
Difficulty: 3 Hard
Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.
Bloom's: Apply
Accessibility: Keyboard Navigation

80) Think about the person you enjoy or have enjoyed working with the most. Identify that person's learning style. Is it the same as yours? What is it that you enjoy about the person?

Answer: Student answers will vary; additional sample answers may be found in the IM.
Difficulty: 3 Hard
Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.
Bloom's: Apply
Accessibility: Keyboard Navigation

81) Think about the person you dislike or have disliked working with the most. Identify that person's learning style. Is it the same as yours? What is it that you dislike about the person?

Answer: Student answers will vary; additional sample answers may be found in the IM.
Difficulty: 3 Hard
Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.
Bloom's: Apply
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82) Give an example of when you and another person experienced the same situation but perceived it differently. Which of the five biases affecting perception was responsible for the difference in perception? Explain your answer.

Answer: Student answers will vary; additional sample answers may be found in the IM.
Difficulty: 3 Hard
Learning Objective: 02-06 Describe five biases affecting perception.
Bloom's: Analyze
Accessibility: Keyboard Navigation

83) Give examples of situations when others formed a positive and a negative first impression of you. Explain the causes (appearance, nonverbal communication, behavior) of those impressions.

Answer: Student answers will vary; additional sample answers may be found in the IM.
Difficulty: 3 Hard
Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image.
Bloom's: Apply
Accessibility: Keyboard Navigation

84) Which area of projecting a positive image (appearance, nonverbal communication, behavior) is your strongest? Which is your weakest? Explain your answers. What will you do to project a more positive image in the future?

Answer: Student answers will vary; additional sample answers may be found in the IM.
Difficulty: 3 Hard
Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image.
Bloom's: Apply
Accessibility: Keyboard Navigation

85) Which personality traits exhibited by others tend to irritate you? Which of your personality traits tend to irritate others? How can you improve your personality?

Answer: Student answers will vary; additional sample answers may be found in the IM.
Difficulty: 3 Hard
Learning Objective: 02-01 Describe the Big Five personality dimensions.
Bloom's: Apply
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86) Which is a more effective measure of personality—the Big Five Model of Personality or the Myers-Briggs Type Indicator?

Answer: Student answers will vary; additional sample answers may be found in the IM.
Difficulty: 3 Hard
Learning Objective: 02-01 Describe the Big Five personality dimensions.; 02-02 Explain the benefits of understanding and identifying personality profiles.
Bloom's: Analyze
Accessibility: Keyboard Navigation

87) Which cause of stress do you think is the major contributor to employee stress in organizations? What can organizations do to help eliminate or reduce employee stress?

Answer: Student answers will vary; additional sample answers may be found in the IM.
Difficulty: 3 Hard
Learning Objective: 02-04 List causes of stress, and describe how to be more effective at controlling stress.
Bloom's: Analyze
Accessibility: Keyboard Navigation

88) What are the five components of emotional intelligence (EI)?

Answer: Following are the components of emotional intelligence (EI):

1. Self-awareness

2. Managing emotions

3. Motivating oneself

4. Empathy

5. Social skills
Difficulty: 1 Easy
Learning Objective: 02-04 List causes of stress, and describe how to be more effective at controlling stress.
Bloom's: Remember
Accessibility: Keyboard Navigation

89) How do you know if your perception or that of others is the correct interpretation of reality?

Answer: Student answers will vary; additional sample answers may be found in the IM.
Difficulty: 3 Hard
Learning Objective: 02-06 Describe five biases affecting perception.
Bloom's: Analyze
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90) Is it ethical to judge and stereotype people based on a few seconds or minutes during first impressions? How do your first impressions help and hinder your human relations?

Answer: Student answers will vary; additional sample answers may be found in the IM.
Difficulty: 3 Hard
Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image.
Bloom's: Analyze
Accessibility: Keyboard Navigation

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91) Describe the Big Five personality dimensions.

Answer: The Big Five Model of Personality categorizes traits into the dimensions of surgency, agreeableness, adjustment, conscientiousness, and openness to experience.

1. Surgency: The surgency personality dimension includes leadership and extroversion traits. (1) People strong in leadership, more commonly called dominance, personality traits want to be in charge. They are energetic, assertive, active, and ambitious, with an interest in getting ahead and leading through competing and influencing. People weak in surgency want to be followers, and they do not like to compete or influence. (2) Extroversion is on a continuum between being an extrovert and being an introvert. Extroverts are outgoing, sociable, and gregarious, like to meet new people, and are willing to confront others, whereas introverts are shy.

2. Agreeableness: Unlike the surgency behavior trait of wanting to get ahead of others, the agreeableness personality dimension includes traits related to getting along with people. Agreeable personality behavior is strong when someone is called warm, easygoing, courteous, good-natured, cooperative, tolerant, compassionate, friendly, and sociable; it is weak when someone is called cold, difficult, uncompassionate, unfriendly, and unsociable. Strong agreeable personality types are sociable, spend most of their time with other people, and have lots of friends.

3. Adjustment: The adjustment personality dimension includes traits related to emotional stability. Adjustment is on a continuum between being emotionally stable and being emotionally unstable. Stability refers to self-control, calmness—good under pressure, relaxed, secure, and positive—and a willingness to praise others. Being emotionally unstable means being out of control—poor under pressure, nervous, insecure, moody, depressed, angry, and negative—and quick to criticize others. People with poor adjustment are often called narcissists and tend to cause problems.

4. Conscientiousness: The conscientiousness personality dimension includes traits related to achievement. Conscientiousness is on a continuum between being responsible and dependable and being irresponsible and undependable. Other traits of high conscientiousness include persistence, credibility, conformity, and organization. This trait is characterized as the willingness to work hard and put in extra time and effort to accomplish goals to achieve success.

5. Openness to experience: The openness to experience personality dimension includes traits related to being willing to change and try new things. People strong in openness to experience are imaginative, intellectual, open-minded, autonomous, and creative, they seek change, and they are willing to try new things, while those who are weak in this dimension avoid change and new things.
Difficulty: 1 Easy
Learning Objective: 02-01 Describe the Big Five personality dimensions.
Bloom's: Remember
Accessibility: Keyboard Navigation

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92) How can personality profiling be used to improve our relations with other people?

Answer: Personality profiles identify individual strong and weak traits. We need to be able to work well with people that have different personalities than ours. To improve our human relations, it is helpful for us to adjust our behavior based on the other person's personality type.

1. Determine personality type—First, we have to understand the personality types and determine an individual's personality profile.

2. Match personality type—Next, we select the behavior we will use to match the other person's personality type.
Difficulty: 2 Medium
Learning Objective: 02-02 Explain the benefits of understanding and identifying personality profiles.
Bloom's: Understand
Accessibility: Keyboard Navigation

93) Describe how one can deal with extroverts and introverts.

Answer: We need to be able to work well with people that have different personalities than ours. To improve our human relations, it is helpful for us to adjust our behavior based on the other person's personality type.

1. Extroverts like to talk, so be talkative while showing an interest in them and talking about things they are interested in. If you are not really talkative, ask them questions to get them to do the talking.

2. Introverts take it slow. Be laid-back and don't pressure them, but try to draw them out by asking questions they can easily answer. Ask for ideas and opinions. Don't worry about moments of silence; introverts often like to think before they respond.
Difficulty: 1 Easy
Learning Objective: 02-02 Explain the benefits of understanding and identifying personality profiles.
Bloom's: Remember
Accessibility: Keyboard Navigation

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94) List the causes of stress. Describe how to be more effective at controlling stress.

Answer: There are four common stressors related to work: personality type, organizational climate, management behavior, and degree of job satisfaction.

Controlling stress is the process of adjusting to circumstances that disrupt or threaten to disrupt a person's equilibrium. Ideally, we should identify what causes stress in our lives and eliminate or decrease it. We can better control stress by following a three-stage plan. The controlling stress plan includes: (1) identify stressors, (2) determine their causes and consequences, and (3) plan to eliminate or decrease the stress. The five ways that help eliminate or decrease stress are exercise, nutrition, relaxation, positive thinking, and support systems.
Difficulty: 1 Easy
Learning Objective: 02-04 List causes of stress, and describe how to be more effective at controlling stress.
Bloom's: Remember
Accessibility: Keyboard Navigation

95) Describe the four learning styles.

Answer: The four preferred learning styles are accommodator, diverger, converger, and assimilator.

1. Accommodators prefer learning by doing and feeling. They tend to learn primarily from hands-on experience. They act on gut feelings, relying more on other people for information than on technical analysis.

2. Divergers prefer learning by observing and feeling. They have the ability to view concrete situations from many different points of view. They take their time gathering and analyzing many alternatives.

3. Convergers prefer learning by doing and thinking. They seek practical uses for information focusing on solutions. They prefer dealing with technical tasks and problems rather than with interpersonal issues.

4. Assimilators prefer learning by observing and thinking. They are effective at understanding a wide range of information and putting it into concise, logical form. They tend to be more concerned with abstract ideas and concepts than with people.
Difficulty: 1 Easy
Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.
Bloom's: Remember
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96) Describe five biases affecting perception.

Answer: Some of the biases affecting perception are stereotypes, frames of reference, expectations, selective exposure, and interest.

1. Stereotypes: Stereotyping is the process of generalizing the behavior of all members of a group. Stereotypes are drawn along all kinds of lines, including race, religion, nationality, and sex. Most of us stereotype people as a way of quickly perceiving a person's behavior.

2. Frame of reference: Our frame of reference is our tendency to see things from a narrow focus that directly affects us. It is common for employees and management to perceive the same situation from different frames of reference.

3. Expectations: What we expect often influences our perceptions of what we see and experience. We perceive, select, organize, and interpret information as we expect it to appear. You have expectations of others in relationships; when they do things you do not expect or like, you have human relations problems.

4. Selective exposure: We tend to see and hear what we want to. People sometimes selectively pick information they want to hear and ignore information they do not want to hear.

5. Interest: What interests you also affects how you perceive and approach things. When perceiving the same thing, people with different levels of interest may have differences in perception.
Difficulty: 1 Easy
Learning Objective: 02-06 Describe five biases affecting perception.
Bloom's: Remember
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97) Explain the primacy effect and the four-minute barrier.

Answer: We should realize that it matters how others perceive us. When people meet they form quick impressions of each other. Social psychologists call this process the primacy effect. The primacy effect is the way people perceive one another during their first impressions. These first impressions establish the mental framework within which people view one another, which affect the development of their relationship, so first impressions do matter, a lot.

The four-minute barrier is the time we have to make a good impression. It is also called the four-minute sell because it is the average time during which people make up their minds to continue the contact or separate during social situations. However, in business and social situations, the time could be less. First impressions usually linger, but they can be changed.
Difficulty: 1 Easy
Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image.; 02-08 Define the following 15 key terms (in order of appearance in the chapter): personality, Type A personality, locus of control, Big Five Model of Personality, stress, stressors, burnout, controlling stress plan, intelligence, perception, stereotyping, perceptual congruence, primacy effect, four-minute barrier, and image.
Bloom's: Remember
Accessibility: Keyboard Navigation

98) Briefly explain impression or image management.

Answer: Impression or image management are techniques used to control how one is perceived by monitoring how one is perceived to develop, control, and maintain positive impressions with others. A person's image is developed by his or her appearance, nonverbal communications, and behavior that he or she can manage to project a positive image. If candidates project a positive image during a job interview, they greatly increase their chances of getting a job offer.
Difficulty: 1 Easy
Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image.
Bloom's: Remember
Accessibility: Keyboard Navigation

99) A(n) _____ is characterized as fast moving, hard driving, time conscious, competitive, impatient, and preoccupied with work.

Answer: Type A personality
Difficulty: 1 Easy
Learning Objective: 02-08 Define the following 15 key terms (in order of appearance in the chapter): personality, Type A personality, locus of control, Big Five Model of Personality, stress, stressors, burnout, controlling stress plan, intelligence, perception, stereotyping, perceptual congruence, primacy effect, four-minute barrier, and image.; 02-01 Describe the Big Five personality dimensions.
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100) People with a(n) _____ locus of control believe that they have little control over their performance.

Answer: external
Difficulty: 1 Easy
Learning Objective: 02-01 Describe the Big Five personality dimensions.
Bloom's: Remember
Accessibility: Keyboard Navigation

101) The _____ personality dimension includes leadership and extroversion traits.

Answer: surgency
Difficulty: 1 Easy
Learning Objective: 02-01 Describe the Big Five personality dimensions.
Bloom's: Remember
Accessibility: Keyboard Navigation

102) _____ identify individual strong and weak traits.

Answer: Personality profiles
Difficulty: 1 Easy
Learning Objective: 02-02 Explain the benefits of understanding and identifying personality profiles.
Bloom's: Remember
Accessibility: Keyboard Navigation

103) _____ is an emotional or physical reaction to environmental activities and events.

Answer: Stress
Difficulty: 1 Easy
Learning Objective: 02-03 Describe your stress personality type.
Bloom's: Remember
Accessibility: Keyboard Navigation

104) _____ is the constant lack of interest and motivation to perform one's job because of stress.

Answer: Burnout
Difficulty: 1 Easy
Learning Objective: 02-04 List causes of stress, and describe how to be more effective at controlling stress.
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105) The _____ plan includes step 1, identify stressors; step 2, determine their causes and consequences; and step 3, plan to eliminate or decrease the stress.

Answer: controlling stress
Difficulty: 1 Easy
Learning Objective: 02-04 List causes of stress, and describe how to be more effective at controlling stress.
Bloom's: Remember
Accessibility: Keyboard Navigation

106) Andrew, who enrolled himself for a course in instructional designing, says, "My friends liked the course very much, but I didn't." _____ is the perception bias evident in Andrew's statement.

Answer: Interest
Difficulty: 3 Hard
Learning Objective: 02-06 Describe five biases affecting perception.
Bloom's: Apply
Accessibility: Keyboard Navigation

107) The term _____ refers to the degree to which people see things the same way.

Answer: perceptual congruence
Difficulty: 1 Easy
Learning Objective: 02-06 Describe five biases affecting perception.; 02-08 Define the following 15 key terms (in order of appearance in the chapter): personality, Type A personality, locus of control, Big Five Model of Personality, stress, stressors, burnout, controlling stress plan, intelligence, perception, stereotyping, perceptual congruence, primacy effect, four-minute barrier, and image.
Bloom's: Remember
Accessibility: Keyboard Navigation

108) The _____ is the way people perceive one another during their first impressions.

Answer: primacy effect
Difficulty: 1 Easy
Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image.; 02-08 Define the following 15 key terms (in order of appearance in the chapter): personality, Type A personality, locus of control, Big Five Model of Personality, stress, stressors, burnout, controlling stress plan, intelligence, perception, stereotyping, perceptual congruence, primacy effect, four-minute barrier, and image.
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109) The _____ is the time we have to make a good impression.

Answer: four-minute barrier
Difficulty: 1 Easy
Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image.; 02-08 Define the following 15 key terms (in order of appearance in the chapter): personality, Type A personality, locus of control, Big Five Model of Personality, stress, stressors, burnout, controlling stress plan, intelligence, perception, stereotyping, perceptual congruence, primacy effect, four-minute barrier, and image.
Bloom's: Remember
Accessibility: Keyboard Navigation

110) Our _____ is other people's attitudes toward us.

Answer: image
Difficulty: 1 Easy
Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image.; 02-08 Define the following 15 key terms (in order of appearance in the chapter): personality, Type A personality, locus of control, Big Five Model of Personality, stress, stressors, burnout, controlling stress plan, intelligence, perception, stereotyping, perceptual congruence, primacy effect, four-minute barrier, and image.
Bloom's: Remember
Accessibility: Keyboard Navigation

111) When people first see you, they notice your appearance and nonverbal expressions first, and then they observe your _____.

Answer: behavior
Difficulty: 1 Easy
Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image.
Bloom's: Remember
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