Test Bank for Choices and Connections An Introduction to Communication 2nd McCornack

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1. Your learned evaluative appraisals about yourself and others (whether positive or negative) are called
   A) attitudes.
   B) values.
   C) beliefs.
   D) personal constructs.
   E) self-verifications.

2. What is a mental construct that expresses enduring principles of what is good or bad and right or wrong?
   A) attitude
   B) value
   C) belief
   D) self-esteem
   E) self-reflection

3. If your friend says, “I think it is wrong to wear fur or leather” he is expressing a(n)
   A) attitude.
   B) belief.
   C) value.
   D) personal construct.
   E) self-discrepancy.

4. Thoughts and convictions that an individual holds to be true are called
   A) attitudes.
   B) beliefs.
   C) values.
   D) personal constructs.
   E) self-appraisals.

5. Susan thinks she is not good at delivering public presentations so she doesn't prepare or research her topic. During her speech, she is unprepared, forgets to cover one of her main points, and feels like her speech failed. This behavior demonstrates
   A) critical self-reflection.
   B) social comparison.
   C) Self-Discrepancy Theory.
   D) self-fulfilling prophecy.
   E) none of the options are correct.

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6. Which of the following is NOT considered to be an influence upon self?
   A) face
   B) culture
   C) family
   D) gender
   E) religion

7. Culture can include which of the following?
   A) age
   B) gender
   C) sexual orientation
   D) religion
   E) all of the options are correct

8. According to Self-Verification Theory, people
   A) are more likely to associate with only those who provide positive self-concept support.
   B) avoid those who provide negative self-concept support.
   C) select those who most accurately support their self-concept.
   D) choose those with the same sexual orientation.
   E) prefer those who see the world as they do.

9. Which of the following statements reflect the notion that your self-concept is influenced by the labels that others have of you?
   A) My brother always said I was not as smart as him.
   B) I see myself as a student, worker, and son.
   C) I am happy with myself.
   D) I am a happy, extroverted person.
   E) My self-esteem is low.

10. If a public figure is not out of the closet to her fans, she is using which strategy to maintain her public self?
   A) face
   B) mask
   C) closet case
   D) Self-Verification Theory
   E) Self-Discrepancy Theory

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11. Which of the following may help increase your self-esteem?
    A) having consistency between your ought and ideal self
    B) living in an appearance culture
    C) engaging in social comparison
    D) all of the options are correct
    E) none of the options are correct

12. Which of the following statement(s) is true about the self?
    A) evolves over time
    B) influenced by significant people in your life
    C) composed of self-awareness
    D) composed of self-esteem
    E) all of the options are correct

13. Which of the following may influence your self-concept?
    A) gender
    B) family
    C) culture
    D) significant others
    E) all of the options are correct

14. Perception-checking involves all of the following steps EXCEPT
    A) reviewing your knowledge about the person.
    B) assessing attributions you've made.
    C) questioning your impression.
    D) hiding your impressions from the person.
    E) checking your impression with the person.

15. According to Self-Discrepancy Theory, your self-esteem is highest when
    A) your self-concept matches your ideal and ought selves.
    B) your self-concept exceeds your ideal and ought selves.
    C) there is a great discrepancy between your ideal and ought selves.
    D) you perceive your self-concept to be inferior to your ideal and ought selves.
    E) your self-concept does not include an ought self.

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16. Critical self-reflection is a comprehensive process involving all of the following steps EXCEPT
    A) thinking about what I am feeling.
    B) asking myself why I am thinking the way I am.
    C) thinking about how others see me.
    D) asking myself why I am feeling how I am.
    E) asking myself how I am communicating.

17. When a person is caught in a deception they must address
    A) individualism.
    B) losing face.
    C) social comparison.
    D) self appraisals.
    E) Self-Discrepancy Theory.

18. Which of the following is a strategy you can use to maintain or save face?
    A) use words and actions consistent with the face you are trying to use
    B) use communication that complements your face
    C) use communication that is consistent with other's perceptions of you
    D) use communication that is reinforced by objects or events of the context
    E) all of the options are correct

19. As individuals, we tend to judge and perceive ourselves
    A) more honestly than others.
    B) more positively than others.
    C) about the same as others.
    D) more critically than others.
    E) less frequently as we mature.

20. If you overindulge at a buffet and the next day explain that everyone else overate, you are exhibiting which perceptual error?
    A) fundamental attribution error
    B) salience
    C) internal attribution
    D) actor-observer effect
    E) Self-Verification Theory

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21. If you are winning at a blackjack table, explaining to the other players that you have a knack for numbers, what attribution error are you committing?
    A) self-serving bias
    B) fundamental attribution error
    C) actor-observer effect
    D) external attribution
    E) halo effect

22. When you interpret information you form attributions, or
    A) the process of assigning meaning and understanding to others' behavior.
    B) creating mental structures that define concept characteristics.
    C) noticing stimuli that attract your attention.
    D) forming judgments about the characteristics of other people.
    E) none of the options are correct

23. After reading that your favorite singer, Justin Bieber, has been fighting, drinking, and antagonizing the media, you allow this negative information to overshadow your positive impressions. This an example of
    A) Self-Discrepancy Theory.
    B) algebraic impressions.
    C) perception-checking.
    D) horn effect.
    E) actor-observer effect.

24. Which of the following perceptual errors results from the tendency to make external attributions for your own behaviors?
    A) Self-Discrepancy Theory
    B) algebraic impressions
    C) perception-checking
    D) horn effect
    E) actor-observer effect

25. If your girlfriend just received a notice from the IRS for not paying her federal taxes and you assume it was just an honest mistake, what perceptual error are you demonstrating?
    A) halo effect
    B) fundamental attribution error
    C) perception-checking
    D) horn effect
    E) actor-observer effect

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26. What method of impression formation is most likely to lead to prejudice?
    A) horn effect
    B) halo effect
    C) algebraic impressions
    D) stereotyping
    E) Gestalts

27. Henry just found out his best friend, Jay, is getting divorced. Having recently been through a divorce himself, he can understand how Jay is feeling and offers to listen if Jay wants to talk. Henry is demonstrating
    A) empathy.
    B) supportiveness.
    C) sympathy.
    D) selflessness.
    E) embarrassment.

28. When you're able to understand a friend's point of view without necessarily experiencing her emotions, you're exhibiting which component of empathy?
    A) perception-checking
    B) empathetic concern
    C) perspective-taking
    D) algebraic impressions
    E) maintaining face

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Answer Key

1. A
2. B
3. C
4. B
5. D
6. A
7. E
8. C
9. A
10. B
11. A
12. E
13. E
14. D
15. A
16. C
17. B
18. E
19. B
20. D
21. A
22. A
23. B
24. E
25. A
26. D
27. A
28. C

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1. The composite of your self-awareness, self-concept, and self-esteem. _____

2. A component of self that refers to your ability to perceive yourself as a unique person and to reflect upon your own thoughts, feelings, and behaviors. _____

3. The process of observing and assigning meaning to others' behaviors by comparing them against your own. _____

4. A type of self-awareness that focuses on evaluating and improving your communication. _____

5. The beliefs, attitudes, and values you have about yourself. _____

6. The idea that you are more likely to choose friends who provide support for your self-concept. _____

7. The tendency to act in ways that ensure interactions occur as you believed and predicted they would. _____

8. The overall evaluation of your self. _____

9. How you assess and compare your ideal self and ought self. _____

10. An established, coherent set of beliefs, attitudes, values, and practices shared by a large group of people. _____

11. A culture that values personal objectives over group or societal goals. _____

12. A culture that values the group or society over individual goals. _____

13. The composite of social, psychological, and cultural characteristics that characterize people as being male or female. _____

14. Your public self. _____

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15. A public self designed to hide your private self. _____

16. Feelings of shame, humiliation, and sadness. _____

17. The process of selecting, organizing, and interpreting information from your senses. _____

18. The tendency to dismiss the significance of negative behavior based on your positive Gestalt. _____

19. The phase of the perception process where you tailor information and stimuli into coherent, meaningful patterns. _____

20. The process of assigning meaning to information you have selected. _____

21. Explanations of behavior based on internal and external factors. _____

22. The human tendency to think others' behavior is caused by internal rather than external or environmental causes. _____

23. The tendency to assign external causes for your own individual behavior. _____

24. A method of forming impressions by categorizing people into social groups and evaluating them based on information you have of that group. _____

25. A primary method for testing your impressions in order to avoid errors in judgment. _____

26. A method of communicating more competently that involves perspective-taking and empathic concern. _____

27. A tendency to take credit for a success by making an internal attribution. _____

28. Mental images of who people are and how you feel about them. _____

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29. A general impression of someone that is positive or negative. _____

30. (missing definition for this term)

31. The tendency to negatively interpret the behavior of people for whom you've formed negative Gestalts. _____

32. Analyzing the positive and negative things you learn about someone to calculate an overall impression, then updating this impression as you learn new information. _____

33. Those who possess a strong sense of gendered self-identity (male/female) that doesn't correspond to the biological sex they were born with. _____

34. Our beliefs about whether empathy is something that can be developed and controlled. _____

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Answer Key

1. Self
2. Self-awareness
3. The Nature of Self
4. Critical self-reflection
5. Self-concept
6. Self-Verification Theory
7. Self-fulfilling prophecies
8. Self-esteem
9. Self-Discrepancy Theory
10. Culture
11. Individualistic culture
12. Collectivistic culture
13. Gender
14. Face
15. Mask
16. Embarrassment
17. Perception
18. Selection
19. Organization
20. Interpretation
21. Attributions
22. Fundamental attribution error
23. Actor-observer effect
24. Stereotyping
25. Perception-checking
26. Empathy
27. Self-serving bias
28. Impressions
29. Gestalt
30. Halo effect
31. Horn effect
32. Algebraic impressions
33. Transgendered persons
34. Empathy mind-set

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1. Your self is formed at infancy and remains fairly static over time and life experience.
   A) True
   B) False

2. The process of social comparison can result in positive or negative self-esteem, depending on whether you compare favorably or unfavorably with others.
   A) True
   B) False

3. Your self-concept is based upon the sets of beliefs, attitudes, and values your significant others have about you.
   A) True
   B) False

4. Your self-fulfilling prophecies can result in both positive and negative predictions about your future behavior.
   A) True
   B) False

5. According to Self-Discrepancy Theory, the greater the discrepancy between your ideal self and your ought self, the higher your self-esteem.
   A) True
   B) False

6. Culture can be defined as a coherent set of attitudes, values, and practices held by an individual.
   A) True
   B) False

7. In individualistic cultures, your self and your needs take precedence over the needs and interests of the group or collective.
   A) True
   B) False

8. Your "face" is an aspect of the self that only you can see.
   A) True
   B) False

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9. If you lose face, feelings of shame, humiliation, and embarrassment may result.
   A) True
   B) False

10. By wearing different masks at different times, you are better able to keep your self private.
    A) True
    B) False

11. The three stages of the perception process are salience, organization, and interpretation.
    A) True
    B) False

12. The fundamental attribution error results from attributing others' behaviors to external rather than internal causes.
    A) True
    B) False

13. A halo effect can occur when you attribute positive characteristics to someone without actually observing those qualities.
    A) True
    B) False

14. Stereotyping results in only negative generalizations about other social groups.
    A) True
    B) False

15. You make algebraic impressions as a result of forming quick first impressions of the people you meet.
    A) True
    B) False

16. When you pay attention to specific stimuli or information in your environment while simultaneously ignoring other stimuli, you are engaging in the selection step of perception.
    A) True
    B) False

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17. The Gestalts you form of other people may be positive or negative.
    A) True
    B) False

18. If you ignore the positive or good in someone who you do not like, you are demonstrating the horn effect.
    A) True
    B) False

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Answer Key

1. B
2. A
3. B
4. A
5. B
6. B
7. A
8. B
9. A
10. A
11. B
12. B
13. A
14. B
15. B
16. A
17. A
18. A

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1. What are the three primary components of the self-concept?

2. What are the three components of self?

3. Explain the difference between self-esteem and self-concept.

4. Describe an individualistic culture.

5. Explain what a self-fulfilling prophecy is and how might it impact one's self-concept.

6. When a physician attends to a patient suffering from heartache in a calm, reassuring manner in an effort to keep the patient relaxed, the physician is demonstrating:

7. How can perception-checking help improve your perception?

8. What are the three steps of perception?

9. Briefly describe the fundamental attribution error.

10. Identify the two primary components of empathy.

11. Explain the difference between the halo effect and the horn effect.

12. Which types of information are weighted more heavily when forming an algebraic impression?

13. Discuss how you can increase your self-esteem and simultaneously decrease low self-esteem.

14. Compare and contrast an individualistic and collectivistic culture and how each can influence your self-concept. Provide an example culture of each.

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15. Explain, define, and provide an example of the parts of self-concept.

16. What is the difference between face, mask, and losing face?

17. Describe the perception process.

18. Explain the two types of attributions and why they are often inaccurate.

19. Identify three ways in which we form impressions.

20. How can you use empathy to more effectively communicate with others? What are its components?

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Answer Key

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