

## Chapter 02

### Personality, Stress, Learning, and Perception

#### True / False Questions

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

True False

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

True False

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

True False

4. Emotional stability is important in dealing with situations that need efficiency under pressure.

True False

5. The Myers-Briggs Type Indicator (MBTI) identifies one's personality inclinations for certain ways of feeling and leading.

True False

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6. Stressors are similar in respect to how they affect different individuals.

True False

7. Stress is an individual matter.

True False

8. Some stress helps improve performance.

True False

9. People with Type B personalities are likely to have more stress than those with Type A personalities.

True False

10. Chronic stress can lead to burnout.

True False

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

True False

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

True False

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

True False

14. We tend to get along better with people who have the same learning style as ourselves.

True False

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

True False

16. People sometimes selectively pick information they want to hear and ignore information they don't want to hear. This phenomenon is called frame of reference.

True False

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

True False

18. Selective exposure influences job selection.

True False

19. During the four-minute barrier, a person is unable to make a good impression on another person.

True False

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

True False

21. Facial expressions convey feelings more accurately than words.

True False

22. Discussing controversial topics and expression of personal views is best avoided especially during the four-minute barrier.

True False

### Multiple Choice Questions

23. Which of the following is a characteristic of Type A personality?

- A. Easy-goingness
- B. Apathetic
- C. Time consciousness
- D. Patience

24. \_\_\_\_ 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

25. \_\_\_\_ 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

26. 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 personality dimensions would best define the trait described in the scenario?

- A. Surgency
- B. Adjustment
- C. Agreeableness
- D. Conscientiousness

27. People weak in \_\_\_\_\_ want to be followers.

- A. adjustment
- B. conscientiousness
- C. openness to experience
- D. surgency

28. Which of the following are 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, moody
- D. Impatient, assertive, active, and ambitious

29. Richard is unambitious and prefers spending most of his time by himself. His colleagues consider him to be aloof and insecure. He finds it difficult to work under high pressure situations, and often blames his colleagues. Richard's personality is:

- A. high in surgency.
- B. low in conscientiousness.
- C. low in agreeableness.
- D. high in adjustment.

30. Which of the following characterize 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. Credibility, persistence, 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 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 personality dimensions best describes Daniel's behavior?

- 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 personality dimensions best describes Kenneth's traits?

- A. Low surgency
- B. High agreeableness
- C. Low adjustment
- D. High conscientiousness

34. Joanne's colleagues praise her ability to remain calm under all circumstances. She is secure about her professional skills and can perform well under pressure. Which of the following personality dimensions best describes Joanne's traits?

- A. Weak surgency
- B. High adjustment
- C. Weak conscientiousness
- D. High openness to experience

35. A person with a high score on the openness to experience personality dimension is likely to be:

- A. cooperative, tolerant, compassionate, and friendly.
- B. emotionally stable, good under pressure, relaxed, secure, and positive.
- C. imaginative, intellectual, autonomous, and creative.
- D. energetic, assertive, active, and ambitious.



36. \_\_\_\_\_ identifies an individual's personality based on his or her four inclinations for certain ways of thinking and behaving.

- A. The Locus of Control Model
- B. The Birkman Method
- C. The Myers-Briggs Type Indicator
- D. The Personality Assessment System

37. "I'm always in a hurry and it upsets me to change my routine." What type of stressor does this statement reveal?

- A. Organizational climate
- B. Management behavior
- C. Personality type
- D. Job satisfaction

38. "In our department, there is a lot of competition and conflict." What type of stressor does this statement reveal?

- A. Organizational climate
- B. Management behavior
- C. Environmental stressor
- D. Job satisfaction

39. "My boss is constantly checking up on me and telling me what to do." What type of stressor does this statement reveal?

- A. Organizational climate
- B. Management behavior
- C. Environmental stressor
- D. Job satisfaction

40. "My job is very demanding and monotonous. Because of my work, I often get a headache by the end of the day." What type of stressor does this statement reveal?

- A. Organizational climate
- B. Management behavior
- C. Environmental stressor
- D. Job satisfaction

41. Nelson has been busy preparing for his final exams for the past few months. A few days before the exam, as a result of the high pressure to perform well, he loses his interest and motivation to study. Which of the following does Nelson experience?

- A. Tensile stress
- B. Temporary burnout
- C. Bipolar disorder
- D. Panic attack

42. \_\_\_\_\_ is the level of one's capacity for learning, problem solving, and decision making.

- A. Surgency
- B. Intelligence
- C. Attitude
- D. Perception

43. \_\_\_\_\_ prefer to learn by doing and feeling.

- A. Accommodators
- B. Divergers
- C. Convergents
- D. Assimilators

44. \_\_\_\_\_ prefer to learn by observing and feeling.

- A. Accommodators
- B. Divergers
- C. Convergents
- D. Assimilators

45. Hands-on experience works best for \_\_\_\_\_.

- A. assimilators
- B. divergers
- C. convergers
- D. accommodators

46. \_\_\_\_ have the ability to view concrete situations from many different points of view.

- A. Assimilators
- B. Convergents
- C. Divergers
- D. Accommodators

47. Which of the following is a characteristic 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. \_\_\_\_ prefer to learn by doing and thinking.

- A. Accommodators
- B. Divergers
- C. Convergents
- D. Assimilators

49. \_\_\_\_ seek practical uses for information and focus on solutions.

- A. Accommodators
- B. Divergers
- C. Assimilators
- D. Convergents

50. Which of the following characterizes 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.
- D. They prefer dealing with interpersonal issues than with technical tasks and problems.

51. \_\_\_\_\_ prefer dealing with technical tasks and problems than with interpersonal issues.

- A. Divergers
- B. Assimilators
- C. Accommodators
- D. Convergers

52. \_\_\_\_\_ prefer to learn by observing and thinking.

- A. Assimilators
- B. Divergers
- C. Accommodators
- D. Convergers

53. \_\_\_\_\_ tend to be more concerned with abstract ideas and concepts than with people.

- A. Divergers
- B. Assimilators
- C. Accommodators
- D. Convergers

54. Kendall relies on his instinct to determine which designs appeal to people. He bases his decisions on his interactions with people, rather than on statistical analysis of consumer behavior. What is his 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. What is her 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 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, and without much analysis. Albert likes being a sales rep as it gives him the freedom to set sales schedules and challenges him to close sales. He learns well through training sessions involving role playing. Which of the following is Albert's learning style?

- A. Accommodator
- B. Diverger
- C. Converger
- D. Assimilator

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 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 in solving the problems; though he avoids personal interactions with them. Although Dennis enjoyed college, he believes one really learns about accounting when one gets on the job. Which of the following is Dennis's learning style?

- A. Accommodator
- B. Diverger
- C. Converger
- D. Assimilator

60. Debra is a marketing researcher at Dale Manufacturers Inc. She enjoys gathering data and compiling information. Debra always follows scientific procedures when conducting research. She believes that although questionnaires are useful, watching people select products in stores provide more valuable information. Which of the following is Debra's learning style?

- A. Accommodator
- B. Diverger
- C. Converger
- D. Assimilator

61. Assimilators differ from divergers in that assimilators:

- A. prefer learning by doing and feeling.
- B. tend to learn primarily from hands-on experience.
- C. prefer dealing with technical tasks and problems.
- D. tend to learn by observing and thinking.



62. Alvin tells his parents "We don't see things the same way because you are old and I am young."  
What type of perception bias does Alvin have?

- A. Projection
- B. Frame of reference
- C. Expectations
- D. Selective exposure

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. Which of the following terms refers to our tendency to see things from a narrow focus that directly affects us?

- A. Projection
- B. Expectation
- C. Selective exposure
- D. Frame of reference

66. "Terry constantly accuses Ted and Betty of being careless about their work, when in reality she has made more accounting errors than they have." What type of perception bias does Terry have?

- A. Projection
- 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." What type of perception bias does this statement reflect?

- A. Projection
- B. Frame of reference
- C. Expectations
- D. Selective exposure

68. Which of the following is a defense mechanism that involves attributing one's attitudes or shortcomings to others?

- A. Projection
- B. Introspection
- C. Perceptual congruence
- D. Surgency

69. \_\_\_\_\_ 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. Transition effect
- B. Primacy effect
- C. Impression management
- D. Selective exposure

72. \_\_\_\_\_ is the average duration in which people make up their minds to continue the contact or separate during social situations.

- A. The one-minute barrier
- B. The perceptual period
- C. The four-minute sell
- D. The 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 the first impression good, 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 regarding 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.

## Short Answer Questions

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.

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 six 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) are you strongest in? Which one are you weakest in? 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. Do you think that the Big Five Model of Personality or the Myers-Briggs Type Indicator is a more effective measure of personality?

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. Do you agree that intelligence (general mental ability) is the most valid predictor of job performance? Should organizations give an IQ test and hire based on the results? Why or why not?

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?

## Essay Questions

91. Describe the Big Five personality dimensions.

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

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

94. List the causes of stress, and describe how to be more effective at controlling stress.

95. Describe the four learning styles.

96. Describe six biases affecting perception.

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

98. Explain the importance of first impressions and how to project a positive image.

## Fill in the Blank Questions

99. \_\_\_\_\_ is a relatively stable set of traits that helps to explain and predict individual behavior.

\_\_\_\_\_

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

\_\_\_\_\_

104. Andrew, who steals money from his father's wallet, says "All children lie to their parents." \_\_\_\_\_ is the perception bias evident in Andrew's statement.

\_\_\_\_\_

105. \_\_\_\_\_ refers to the degree to which people see things the same way.

\_\_\_\_\_

106. The \_\_\_\_\_ is the way people perceive one another during their first impressions.

\_\_\_\_\_

107. The \_\_\_\_\_ is the time we have to make a good impression.

\_\_\_\_\_

108. Our \_\_\_\_\_ is other peoples' attitudes toward us.

\_\_\_\_\_

109. After a person notices our appearance and nonverbal expressions, he or she observes our

\_\_\_\_\_.

\_\_\_\_\_



## Chapter 02 Personality, Stress, Learning, and Perception **Answer Key**

### True / False Questions

1. People with an internal locus of control are closed to new experiences to improve  
(p. 31) performance.

**FALSE**

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-01 Describe the Big Five personality dimensions.*

2. Locus of control is a two-dimensional personality classification method.  
(p. 31)

**TRUE**

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-01 Describe the Big Five personality dimensions.*

3. According to the Big Five Model of Personality, people characterized by assertiveness,  
(p. 33) ambition, and energy are generally strong in dominance.

**TRUE**

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-01 Describe the Big Five personality dimensions.*

4. Emotional stability is important in dealing with situations that need efficiency under pressure.  
(p. 33)

**TRUE**

*Blooms: Understand*

*Difficulty: 2 Medium*

*Learning Objective: 02-01 Describe the Big Five personality dimensions.*

5. The Myers-Briggs Type Indicator (MBTI) identifies one's personality inclinations for certain  
(p. 36) ways of feeling and leading.

**FALSE**

*Blooms: Understand*

*Difficulty: 2 Medium*

*Learning Objective: 02-02 Explain the benefits of understanding and identifying personality profiles.*

6. Stressors are similar in respect to how they affect different individuals.  
(p. 37)

**FALSE**

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-03 Describe your stress personality type.*

7. Stress is an individual matter.  
(p. 37)

**TRUE**

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-03 Describe your stress personality type.*

8. Some stress helps improve performance.

(p. 37)

**TRUE**

*Blooms: Understand*

*Difficulty: 1 Easy*

*Learning Objective: 02-03 Describe your stress personality type.*

9. People with Type B personalities are likely to have more stress than those with Type A

(p. 38) personalities.

**FALSE**

*Blooms: Understand*

*Difficulty: 1 Easy*

*Learning Objective: 02-04 List causes of stress; and describe how to be more effective at controlling stress.*

10. Chronic stress can lead to burnout.

(p. 39)

**TRUE**

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-04 List causes of stress; and describe how to be more effective at controlling stress.*

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

(p. 39- stress.

40)

**TRUE**

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-04 List causes of stress; and describe how to be more effective at controlling stress.*

12. Today it is generally agreed that intelligence is a product of genetics and not of the  
(p. 41) environment.

**FALSE**

*Blooms: Understand*

*Difficulty: 2 Medium*

*Learning Objective: 02-04 List causes of stress; and describe how to be more effective at controlling stress.*

13. Accommodators rely more on other people for information than on technical analysis.  
(p. 44)

**TRUE**

*Blooms: Understand*

*Difficulty: 2 Medium*

*Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.*

14. We tend to get along better with people who have the same learning style as ourselves.  
(p. 44)

**TRUE**

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.*

15. Stereotyping is our tendency to see things from a narrow focus that directly affects us.  
(p. 45)

**FALSE**

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-06 Describe six biases affecting perception.*

16. People sometimes selectively pick information they want to hear and ignore information they  
(p. 45) don't want to hear. This phenomenon is called frame of reference.

**FALSE**

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-06 Describe six biases affecting perception.*

17. We perceive, select, organize, and interpret information as we expect it to appear.  
(p. 46)

**TRUE**

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-06 Describe six biases affecting perception.*

18. Selective exposure influences job selection.  
(p. 46)

**FALSE**

*Blooms: Understand*

*Difficulty: 2 Medium*

*Learning Objective: 02-06 Describe six biases affecting perception.*

19. During the four-minute barrier, a person is unable to make a good impression on another  
(p. 47) person.

**FALSE**

*Blooms: Understand*

*Difficulty: 2 Medium*

*Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image.*

20. Dressing like a successful person in the organization during one's job interview might send out  
(p. 48) signals of overconfidence.

**FALSE**

*Blooms: Understand*

*Difficulty: 2 Medium*

*Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image.*

21. Facial expressions convey feelings more accurately than words.  
(p. 48)

**TRUE**

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image.*

22. Discussing controversial topics and expression of personal views is best avoided especially  
(p. 48) during the four-minute barrier.

**TRUE**

*Blooms: Understand*

*Difficulty: 2 Medium*

*Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image.*

## Multiple Choice Questions

23. Which of the following is a characteristic of Type A personality?

(p. 30)

- A. Easy-goingness
- B. Apathetic
- C. Time consciousness**
- D. Patience

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-01 Describe the Big Five personality dimensions.*

24. \_\_\_\_\_ believe that they have little control over their performance and are closed to new experiences.

(p. 31)

- A. Externalizers**
- B. Internalizers
- C. Extroverts
- D. Type A personalities

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-01 Describe the Big Five personality dimensions.*

25. \_\_\_\_\_ is a continuum representing one's belief as to whether external or internal forces  
(p. 31) determine one's destiny.

- A. Surgency
- B. Locus of control**
- C. Perceptual congruence
- D. Conscientiousness

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-01 Describe the Big Five personality dimensions.*

26. Jerry is a considerate person and is liberal in accepting the changes in his organization. Owing  
(p. 33) 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 personality dimensions would best define the trait  
described in the scenario?

- A. Surgency
- B. Adjustment
- C. Agreeableness**
- D. Conscientiousness

*Blooms: Apply*

*Difficulty: 2 Medium*

*Learning Objective: 02-01 Describe the Big Five personality dimensions.*

*Type: AS*



27. People weak in \_\_\_\_\_ want to be followers.

(p. 33)

- A. adjustment
- B. conscientiousness
- C. openness to experience
- D. surgency

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-01 Describe the Big Five personality dimensions.*

28. Which of the following are common traits of people with a strong surgency personality dimension?

(p. 33)

- A. Laid-back or easygoing
- B. Avoiding change and new things
- C. Poor under pressure, nervous, insecure, moody
- D. Impatient, assertive, active, and ambitious

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-01 Describe the Big Five personality dimensions.*

29. Richard is unambitious and prefers spending most of his time by himself. His colleagues  
(p. 33) consider him to be aloof and insecure. He finds it difficult to work under high pressure  
situations, and often blames his colleagues. Richard's personality is:

- A. high in surgency.
- B. low in conscientiousness.
- C. low in agreeableness.**
- D. high in adjustment.

*Blooms: Apply*

*Difficulty: 2 Medium*

*Learning Objective: 02-01 Describe the Big Five personality dimensions.*

*Type: SB*

30. Which of the following characterize people with a strong adjustment personality type?

(p. 33)

- 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

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-01 Describe the Big Five personality dimensions.*

31. Credibility, persistence, and organization are terms that describe the traits of \_\_\_\_\_.

(p. 33)

- A. weak adjustment
- B.** high conscientiousness
- C. high agreeableness
- D. weak surgency

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-01 Describe the Big Five personality dimensions.*

32. Daniel, the supervisor of a team of financial analysts, aims to become a manager. He is confident 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 personality dimensions best describes Daniel's behavior?

(p. 33)

- A.** High surgency
- B. Low conscientiousness
- C. High adjustment
- D. Low openness to experience

*Blooms: Apply*

*Difficulty: 2 Medium*

*Learning Objective: 02-01 Describe the Big Five personality dimensions.*

*Type: AS*

33. Kenneth will complete his probation as a teller by the end of this month. Over the past six (p. 33) months he has proved to be tenacious and capable. He diligently follows the bank's standards and works systematically. Which of the following personality dimensions best describes Kenneth's traits?

- A. Low surgency
- B. High agreeableness
- C. Low adjustment
- D.** High conscientiousness

*Blooms: Apply*

*Difficulty: 2 Medium*

*Learning Objective: 02-01 Describe the Big Five personality dimensions.*

*Type: AS*

34. Joanne's colleagues praise her ability to remain calm under all circumstances. She is secure (p. 33) about her professional skills and can perform well under pressure. Which of the following personality dimensions best describes Joanne's traits?

- A. Weak surgency
- B.** High adjustment
- C. Weak conscientiousness
- D. High openness to experience

*Blooms: Apply*

*Difficulty: 2 Medium*

*Learning Objective: 02-01 Describe the Big Five personality dimensions.*

*Type: AS*

35. A person with a high score on the openness to experience personality dimension is likely to  
(p. 33- be:  
34)

- A. cooperative, tolerant, compassionate, and friendly.
- B. emotionally stable, good under pressure, relaxed, secure, and positive.
- C. imaginative, intellectual, autonomous, and creative.
- D. energetic, assertive, active, and ambitious.

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-01 Describe the Big Five personality dimensions.*

36. \_\_\_\_\_ identifies an individual's personality based on his or her four inclinations for certain ways  
(p. 36) of thinking and behaving.

- A. The Locus of Control Model
- B. The Birkman Method
- C. The Myers-Briggs Type Indicator
- D. The Personality Assessment System

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-02 Explain the benefits of understanding and identifying personality profiles.*

37. "I'm always in a hurry and it upsets me to change my routine." What type of stressor does this (p. 38) statement reveal?

- A. Organizational climate
- B. Management behavior
- C. Personality type**
- D. Job satisfaction

*Blooms: Apply*

*Difficulty: 2 Medium*

*Learning Objective: 02-04 List causes of stress; and describe how to be more effective at controlling stress.*

*Type: AS*

38. "In our department, there is a lot of competition and conflict." What type of stressor does this (p. 38) statement reveal?

- A. Organizational climate**
- B. Management behavior
- C. Environmental stressor
- D. Job satisfaction

*Blooms: Apply*

*Difficulty: 2 Medium*

*Learning Objective: 02-04 List causes of stress; and describe how to be more effective at controlling stress.*

*Type: AS*

39. "My boss is constantly checking up on me and telling me what to do." What type of stressor (p. 38) does this statement reveal?

- A. Organizational climate
- B. Management behavior**
- C. Environmental stressor
- D. Job satisfaction

*Blooms: Apply*

*Difficulty: 2 Medium*

*Learning Objective: 02-04 List causes of stress; and describe how to be more effective at controlling stress.*

*Type: AS*

40. "My job is very demanding and monotonous. Because of my work, I often get a headache by (p. 38) the end of the day." What type of stressor does this statement reveal?

- A. Organizational climate
- B. Management behavior
- C. Environmental stressor
- D. Job satisfaction**

*Blooms: Apply*

*Difficulty: 2 Medium*

*Learning Objective: 02-04 List causes of stress; and describe how to be more effective at controlling stress.*

*Type: AS*

41. Nelson has been busy preparing for his final exams for the past few months. A few days (p. 39) before the exam, as a result of the high pressure to perform well, he loses his interest and motivation to study. Which of the following does Nelson experience?

- A. Tensile stress
- B. Temporary burnout**
- C. Bipolar disorder
- D. Panic attack

*Blooms: Apply*

*Difficulty: 2 Medium*

*Learning Objective: 02-04 List causes of stress; and describe how to be more effective at controlling stress.*

*Type: AS*

42. \_\_\_\_\_ is the level of one's capacity for learning, problem solving, and decision making. (p. 41)

- A. Surgency
- B. Intelligence**
- C. Attitude
- D. Perception

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-04 List causes of stress; and describe how to be more effective at controlling stress.*



43. \_\_\_\_\_ prefer to learn by doing and feeling.

(p. 44)

- A. Accommodators
- B. Divergers
- C. Converggers
- D. Assimilators

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.*

44. \_\_\_\_\_ prefer to learn by observing and feeling.

(p. 44)

- A. Accommodators
- B. Divergers
- C. Converggers
- D. Assimilators

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.*

45. Hands-on experience works best for \_\_\_\_\_.

(p. 44)

- A. assimilators
- B. divergers
- C. convergers
- D. accommodators

*Blooms: Remember*

*Difficulty: 2 Medium*

*Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.*

46. \_\_\_\_\_ have the ability to view concrete situations from many different points of view.

*(p. 44)*

- A. Assimilators
- B. Convergents
- C. Divergers**
- D. Accommodators

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.*

47. Which of the following is a characteristic of divergers?

*(p. 44)*

- 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.

*Blooms: Understand*

*Difficulty: 1 Easy*

*Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.*

48. \_\_\_\_\_ prefer to learn by doing and thinking.

(p. 44)

- A. Accommodators
- B. Divergers
- C. Convergers**
- D. Assimilators

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.*

49. \_\_\_\_\_ seek practical uses for information and focus on solutions.

(p. 44)

- A. Accommodators
- B. Divergers
- C. Assimilators
- D. Convergers**

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.*

50. Which of the following characterizes convergers?

(p. 44)

- 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.**
- D. They prefer dealing with interpersonal issues than with technical tasks and problems.

*Blooms: Understand*

*Difficulty: 1 Easy*

*Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.*

51. \_\_\_\_\_ prefer dealing with technical tasks and problems than with interpersonal issues.

*(p. 44)*

- A. Divergers
- B. Assimilators
- C. Accommodators
- D. Convergers

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.*

52. \_\_\_\_\_ prefer to learn by observing and thinking.

*(p. 44)*

- A. Assimilators
- B. Divergers
- C. Accommodators
- D. Convergers

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.*

53. \_\_\_\_\_ tend to be more concerned with abstract ideas and concepts than with people.

(p. 44)

- A. Divergers
- B. Assimilators**
- C. Accommodators
- D. Convergents

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.*

54. Kendall relies on his instinct to determine which designs appeal to people. He bases his decisions on his interactions with people, rather than on statistical analysis of consumer behavior. What is his learning style?

(p. 44)

- A. Accommodator**
- B. Diverger
- C. Converger
- D. Assimilator

*Blooms: Apply*

*Difficulty: 2 Medium*

*Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.*

*Type: SB*

55. Kathy enjoys brainstorming. She gathers all the facts and analyzes a situation from multiple (p. 44) perspectives, before making a decision. As a result, she sometimes misses opportunities. What is her preferred learning style?

- A. Accommodator
- B. Diverger**
- C. Converger
- D. Assimilator

*Blooms: Apply*

*Difficulty: 2 Medium*

*Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.*

*Type: AS*

56. Beth prefers to learn new skills on the job, rather than in training sessions. Her decisions are (p. 44) based on instinct, and not on technical analysis. Which of the following is Beth's learning style?

- A. Accommodator**
- B. Diverger
- C. Converger
- D. Assimilator

*Blooms: Apply*

*Difficulty: 2 Medium*

*Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.*

*Type: AS*

57. Albert is a sales representative at Maxim Insurance, Inc. He tends to make quick decisions (p. 44) based primarily on input from people, and without much analysis. Albert likes being a sales rep as it gives him the freedom to set sales schedules and challenges him to close sales. He learns well through training sessions involving role playing. Which of the following is Albert's learning style?

- A. Accommodator
- B. Diverger
- C. Converger
- D. Assimilator

*Blooms: Apply*

*Difficulty: 3 Hard*

*Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.*

*Type: AS*

58. Chris works as a nurse at Dayton Community Hospital. He took up this profession as he (p. 44) 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 his learning style?

- A. Accommodator
- B. Diverger
- C. Converger
- D. Assimilator

*Blooms: Apply*

*Difficulty: 3 Hard*

*Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.*

*Type: SB*

59. Dennis is an accountant and likes dealing with numbers and concrete accounting processes. (p. 44) He is always willing to help his colleagues in solving the problems; though he avoids personal interactions with them. Although Dennis enjoyed college, he believes one really learns about accounting when one gets on the job. Which of the following is Dennis's learning style?

- A. Accommodator
- B. Diverger
- C. Converger
- D. Assimilator

*Blooms: Apply*

*Difficulty: 3 Hard*

*Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.*

*Type: AS*

60. Debra is a marketing researcher at Dale Manufacturers Inc. She enjoys gathering data and (p. 44) compiling information. Debra always follows scientific procedures when conducting research. She believes that although questionnaires are useful, watching people select products in stores provide more valuable information. Which of the following is Debra's learning style?

- A. Accommodator
- B. Diverger
- C. Converger
- D. Assimilator

*Blooms: Apply*

*Difficulty: 3 Hard*

*Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.*

*Type: AS*



61. Assimilators differ from divergers in that assimilators:

(p. 44)

- A. prefer learning by doing and feeling.
- B. tend to learn primarily from hands-on experience.
- C. prefer dealing with technical tasks and problems.
- D.** tend to learn by observing and thinking.

*Blooms: Understand*

*Difficulty: 1 Easy*

*Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.*

62. Alvin tells his parents "We don't see things the same way because you are old and I am

(p. 45) young." What type of perception bias does Alvin have?

- A. Projection
- B.** Frame of reference
- C. Expectations
- D. Selective exposure

*Blooms: Apply*

*Difficulty: 2 Medium*

*Learning Objective: 02-06 Describe six biases affecting perception.*

*Type: AS*

63. The term \_\_\_\_\_ refers to a person's interpretation of reality.

(p. 45)

- A. emotional intelligence
- B. attitude
- C. perception**
- D. emotion

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-06 Describe six biases affecting perception.*

64. \_\_\_\_\_ is the process of generalizing the behavior of all members of a group.

(p. 45)

- A. Rationalizing
- B. Internalizing
- C. Stereotyping**
- D. Marginalizing

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-06 Describe six biases affecting perception.*

65. Which of the following terms refers to our tendency to see things from a narrow focus that

(p. 45) directly affects us?

- A. Projection
- B. Expectation
- C. Selective exposure
- D. Frame of reference**

*Blooms: Remember*

*Difficulty: 2 Medium*

*Learning Objective: 02-06 Describe six biases affecting perception.*

66. "Terry constantly accuses Ted and Betty of being careless about their work, when in reality (p. 46) she has made more accounting errors than they have." What type of perception bias does Terry have?

- A. Projection
- B. Frame of reference
- C. Expectations
- D. Selective exposure

*Blooms: Apply*

*Difficulty: 2 Medium*

*Learning Objective: 02-06 Describe six biases affecting perception.*

*Type: AS*

67. Ashley is often inattentive when her boss is speaking to her. She says "I often don't listen to (p. 46) what my boss is saying, since I can predict what he is going to say." What type of perception bias does this statement reflect?

- A. Projection
- B. Frame of reference
- C. Expectations
- D. Selective exposure

*Blooms: Apply*

*Difficulty: 2 Medium*

*Learning Objective: 02-06 Describe six biases affecting perception.*

*Type: AS*

68. Which of the following is a defense mechanism that involves attributing one's attitudes or  
(p. 46) shortcomings to others?

- A. Projection
- B. Introspection
- C. Perceptual congruence
- D. Surgency

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-06 Describe six biases affecting perception.*

69. \_\_\_\_\_ refers to the degree to which people see things the same way.  
(p. 47)

- A. Projection
- B. Selective exposure
- C. Perceptual congruence
- D. Frame of reference

*Blooms: Remember*

*Difficulty: 2 Medium*

*Learning Objective: 02-06 Describe six biases affecting perception.*

70. The \_\_\_\_\_ is the time we have to make a good impression.  
(p. 47)

- A. threshold period
- B. four-minute barrier
- C. frame of reference
- D. six-minute sell

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image.*

71. \_\_\_\_\_ refers to the way people perceive one another during their first impressions.

*(p. 47)*

- A. Transition effect
- B. Primacy effect**
- C. Impression management
- D. Selective exposure

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image.*

72. \_\_\_\_\_ is the average duration in which people make up their minds to continue the contact or

*(p. 47)* separate during social situations.

- A. The one-minute barrier
- B. The perceptual period
- C. The four-minute sell**
- D. The transition period

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image.*

73. Laura meets Cindy, the owner of a well-known advertising agency in Los Angeles, at a social gathering. Laura wants to make the first impression good, so that she can intern at Cindy's firm. Which of the following, if true, would help Laura make a favorable first impression?
- (p. 47-48)
- A. During the first four minutes of their conversation, Laura brings up a controversial topic and states her opinion regarding 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.

*Blooms: Apply*

*Difficulty: 2 Medium*

*Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image.*

*Type: SB*

## Short Answer Questions

74. Describe your Big Five personality profile.
- (p. 31-34)

Student answers will vary; additional sample answers may be found in the IM.

*Blooms: Apply*

*Difficulty: 2 Medium*

*Learning Objective: 02-01 Describe the Big Five personality dimensions.*

*Type: Work Application*

75. Select a present or past boss and describe how his or her personality profile affected behavior, human relations, and performance in your department. (p. 33-35)

Student answers will vary; additional sample answers may be found in the IM.

*Blooms: Analyze*

*Difficulty: 2 Medium*

*Learning Objective: 02-02 Explain the benefits of understanding and identifying personality profiles.*

*Type: Work Application*

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? (p. 37-38)

Student answers will vary; additional sample answers may be found in the IM.

*Blooms: Apply*

*Difficulty: 3 Hard*

*Learning Objective: 02-04 List causes of stress; and describe how to be more effective at controlling stress.*

*Type: Work Application*

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. (p. 37-40)

Student answers will vary; additional sample answers may be found in the IM.

*Blooms: Analyze*

*Difficulty: 3 Hard*

*Learning Objective: 02-04 List causes of stress; and describe how to be more effective at controlling stress.*

*Type: Work Application*

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?  
(p. 37-41)

Student answers will vary; additional sample answers may be found in the IM.

*Blooms: Analyze*

*Difficulty: 3 Hard*

*Learning Objective: 02-04 List causes of stress; and describe how to be more effective at controlling stress.*

*Type: Work Application*

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?  
(p. 42-44)

Student answers will vary; additional sample answers may be found in the IM.

*Blooms: Analyze*

*Difficulty: 3 Hard*

*Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.*

*Type: Work Application*



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?  
(p. 42-44)

Student answers will vary; additional sample answers may be found in the IM.

*Blooms: Analyze*

*Difficulty: 3 Hard*

*Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.*

*Type: Work Application*

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?  
(p. 42-44)

Student answers will vary; additional sample answers may be found in the IM.

*Blooms: Analyze*

*Difficulty: 3 Hard*

*Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.*

*Type: Work Application*

82. Give an example of when you and another person experienced the same situation but perceived it differently. Which of the six biases affecting perception was responsible for the difference in perception? Explain your answer.  
(p. 45-46)

Student answers will vary; additional sample answers may be found in the IM.

*Blooms: Analyze*

*Difficulty: 3 Hard*

*Learning Objective: 02-06 Describe six biases affecting perception.*

*Type: Work Application*

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?
- (p. 47-49)

Student answers will vary; additional sample answers may be found in the IM.

*Blooms: Apply*

*Difficulty: 2 Medium*

*Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image.*

*Type: Work Application*

84. Which area of projecting a positive image (appearance, nonverbal communication, behavior) are you strongest in? Which one are you weakest in? Explain your answers. What will you do to project a more positive image in the future?
- (p. 47-49)

Student answers will vary; additional sample answers may be found in the IM.

*Blooms: Apply*

*Difficulty: 2 Medium*

*Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image.*

*Type: Work Application*

85. Which personality traits exhibited by others tend to irritate you? Which of your personality traits  
(p. 34- tend to irritate others? How can you improve your personality?  
35)

Student answers will vary; additional sample answers may be found in the IM.

*Blooms: Analyze*

*Difficulty: 2 Medium*

*Learning Objective: 02-02 Explain the benefits of understanding and identifying personality profiles.*

*Type: Communication Skills*

86. Do you think that the Big Five Model of Personality or the Myers-Briggs Type Indicator is a  
(p. 31- more effective measure of personality?  
36)

Student answers will vary; additional sample answers may be found in the IM.

*Blooms: Analyze*

*Difficulty: 2 Medium*

*Learning Objective: 02-02 Explain the benefits of understanding and identifying personality profiles.*

*Type: Communication Skills*

87. Which cause of stress do you think is the major contributor to employee stress in  
(p. 37- organizations? What can organizations do to help eliminate or reduce employee stress?  
40)

Student answers will vary; additional sample answers may be found in the IM.

*Blooms: Analyze*

*Difficulty: 2 Medium*

*Learning Objective: 02-04 List causes of stress; and describe how to be more effective at controlling stress.*

*Type: Communication Skills*

88. Do you agree that intelligence (general mental ability) is the most valid predictor of job performance? Should organizations give an IQ test and hire based on the results? Why or why not?  
(p. 41)

Student answers will vary; additional sample answers may be found in the IM.

*Blooms: Analyze*

*Difficulty: 3 Hard*

*Learning Objective: 02-04 List causes of stress; and describe how to be more effective at controlling stress.*

*Type: Communication Skills*

89. How do you know if your perception or that of others is the correct interpretation of reality?  
(p. 45-47)

Student answers will vary; additional sample answers may be found in the IM.

*Blooms: Analyze*

*Difficulty: 3 Hard*

*Learning Objective: 02-06 Describe six biases affecting perception.*

*Type: Communication Skills*

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?  
(p. 47-49)

Student answers will vary; additional sample answers may be found in the IM.

*Blooms: Analyze*

*Difficulty: 3 Hard*

*Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image.*

*Type: Communication Skills*

## Essay Questions

91. Describe the Big Five personality dimensions.

*(p. 31-33)*

The Big Five Model of Personality categorizes traits into the dimensions of surgency, agreeableness, adjustment, conscientiousness, and openness to experience. The surgency personality dimension includes leadership and extroversion traits. Unlike surgency behavior to get ahead of others, the agreeableness personality dimension includes traits related to getting along with people. The adjustment personality dimension includes traits related to emotional stability. The conscientiousness personality dimension includes traits related to achievement. The openness to experience personality dimension includes traits related to being willing to change and try new things.

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-01 Describe the Big Five personality dimensions.*

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

(p. 34-35)

People are different, and we should deal with them as individuals. To improve our human relations, it is helpful for us to adjust our behavior based on the other person's personality type. First, we have to understand the personality types and determine an individual's personality profile. And then we select the behavior we will use to match the other person's personality type.

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-02 Explain the benefits of understanding and identifying personality profiles.*

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

(p. 35)

First, we have to understand the personality types and determine an individual's personality profile. Next, we select the behavior we will use to match the other person's personality type. How to deal with extroverts and introverts is presented below.

Extroverts: They 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.

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.

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-02 Explain the benefits of understanding and identifying personality profiles.*

94. List the causes of stress, and describe how to be more effective at controlling stress.

(p. 38-39)

Causes of stress include: personality type, organizational climate, management behavior, and the degree of job satisfaction. Stress can be better controlled by following a three-stage plan. The controlling stress plan includes step 1, identify stressors; step 2, determine their causes and consequences; and step 3, plan to eliminate or decrease the stress. The five ways recommended to help eliminate or decrease stress are exercise, nutrition, relaxation, positive thinking, and support systems.

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-04 List causes of stress; and describe how to be more effective at controlling stress.*

95. Describe the four learning styles.

(p. 44)

The four preferred learning styles are: accommodator, diverger, converger, and assimilator. Accommodators prefer learning by doing and feeling. Divergers prefer learning by observing and feeling. Convergers prefer learning by doing and thinking. Assimilators prefer learning by observing and thinking.

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-05 Describe the four learning styles and know which is your preferred learning style.*

96. Describe six biases affecting perception.

(p. 45-46)

1. Stereotyping - the process of generalizing behavior of all members of a group.
2. Frame of reference - refers to our tendency to see things from a narrow focus that directly affects us.
3. Expectations - we perceive, select, organize, and interpret information as we expect it to appear.
4. Selective exposure - tending to see and hear what we want to.
5. Projection - using defense mechanisms to justify our behavior.
6. Interest - what interests us affects our perception.

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-06 Describe six biases affecting perception.*

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

(p. 47)

When we meet people, we form quick impressions of them. Social psychologists call this process the primacy effect. The primacy effect is the way people perceive one another during their first impressions. It is the "enduring effect" of first impressions. These first impressions establish the mental framework within which people view one another, so first impressions do matter.

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.

*Blooms: Remember*

*Difficulty: 1 Easy*



*Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image.*

98. Explain the importance of first impressions and how to project a positive image.

*(p. 47-48)*

First impressions establish the mental framework within which people view one another. During a short period of four minutes, human relations will be established, denied, or reconfirmed. If our first impressions are favorable, we tend to be nice to the person and continue the contact; if not, we end the contact. To project a positive first impression, we need to present a neat appearance, send positive nonverbal communications, and behave in a manner befitting the occasion.

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image.*

### **Fill in the Blank Questions**

99. \_\_\_\_\_ is a relatively stable set of traits that helps to explain and predict individual behavior.

*(p. 30)*

#### **Personality**

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-01 Describe the Big Five personality dimensions.*

100. People with a(n) \_\_\_\_\_ locus of control believe that they have little control over their  
(p. 31) performance.

**external**

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-01 Describe the Big Five personality dimensions.*

101. The \_\_\_\_\_ personality dimension includes leadership and extroversion traits.  
(p. 33)

**surgency**

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-01 Describe the Big Five personality dimensions.*

102. \_\_\_\_\_ identify individual strong and weak traits.  
(p. 34)

**Personality profiles**

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-02 Explain the benefits of understanding and identifying personality profiles.*

103. \_\_\_\_\_ is the constant lack of interest and motivation to perform one's job because of stress.  
(p. 39)

**Burnout**

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-04 List causes of stress; and describe how to be more effective at controlling stress.*

104. Andrew, who steals money from his father's wallet, says "All children lie to their parents."

(p. 46) \_\_\_\_\_ is the perception bias evident in Andrew's statement.

**Projection**

*Blooms: Apply*

*Difficulty: 2 Medium*

*Learning Objective: 02-06 Describe six biases affecting perception.*

105. \_\_\_\_\_ refers to the degree to which people see things the same way.

(p. 47)

**Perceptual congruence**

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-06 Describe six biases affecting perception.*

106. The \_\_\_\_\_ is the way people perceive one another during their first impressions.

(p. 47)

**primacy effect**

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image.*

107. The \_\_\_\_\_ is the time we have to make a good impression.

(p. 47)

**four-minute barrier**

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image.*

108. Our \_\_\_\_\_ is other peoples' attitudes toward us.

(p. 48)

image

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image.*

109. After a person notices our appearance and nonverbal expressions, he or she observes our

(p. 48) \_\_\_\_\_.

behavior

*Blooms: Remember*

*Difficulty: 1 Easy*

*Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image.*