c2

Student: _____

1. Disclosing to an appropriate person can help us validate our perceptions of reality.

   True   False

2. Self-disclosure improves people physiologically.

   True   False

3. Self-disclosure is synonymous with self-description.

   True   False

4. In order to be effective in self-disclosure, one should focus more on the present than the past.

   True   False

5. To be effective, self-disclosure must exclude reciprocity.

   True   False

6. Self-description is revealing significant personal information about oneself that is not easily apparent to others.

   True   False

7. Self-disclosure is a sign of weakness and vulnerability.

   True   False

8. It is wise to share your innermost dreams with co-workers on the first day at a new job.

   True   False

9. In the Johari Window, the hidden window contains information that is known to us but unknown to others.

   True   False

10. Jack did not let any of his co-workers know that he had been fired from his last job. According to the Johari Window, this information would be contained in the blind area.

    True   False

11. Trust enhances self-protection.

    True   False

12. The development of trust in relationships is not affected by attribution theory.

    True   False

13. Trust is composed of five elements. Competence and consistency are amongst these elements.

    True   False

14. Friends and associates believe in your ability to follow through and do the right thing in a given situation. This depicts competence.

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15. Building on your competence and enhancing micromanagement can help develop trust.

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16. Dina's team has been working together for two months. Some of Dina's team members are having difficulty balancing their work and home demands. Dina decided that she would share how she has dealt with her own personal struggles with balancing work and home. When Dina lets others know what she thinks, feels and wants, the process is best known as:

    A. self-description.
    B. self-analysis.
    C. self-awareness.
    D. self-disclosure.

17. Self-disclosure:

    A. benefits only individuals and not their relationships.
    B. benefits individuals psychologically and physiologically.
    C. is revealing information that is apparent to others.
    D. decreases the level of trust in a work environment.

18. Sara, while sharing information at work, must take into account that:

   A. open communication is essential in dealing with and managing conflict, making effective decisions and enhancing organizational culture.

   B. for effective self-disclosure, even information of a highly personal nature must be disclosed at the first meetings.

   C. in work situations, it is not important for project team members and co-workers to get to know each other personally.

   D. self-disclosure can create a trusting environment that is conducive to promoting only short-term relationships with employees, customers, and suppliers.

19. Self-disclosure is the process of:

   A. overdisclosing prematurely before building trust.

   B. sharing all facts about the past more than the present.

   C. sharing significant personal information that is not readily apparent to others.

   D. disclosing non-threatening information such as age, address, or organization for which you work.

20. In order to build a deeper relationship with Alexi, Tony realizes he must begin to use self-disclosure. To be effective in self-disclosing, Tony should:

   A. focus on the past, not the present.

   B. share facts instead of feelings.

   C. develop reciprocity.

   D. disclose personal information even before building familiarity in a relationship.

21. Nancy, on joining her new office, discloses non-threatening information about herself such as age, address, and college major to her co-workers. Nancy is engaging in:

    A. self-disclosure.

    B. self-description.

    C. self-analysis.

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22. Which of the following is an example of self-description?

    A. Your organization's name

    B. Your view on capital punishment

    C. Your spiritual beliefs

    D. Your dislike of certain behaviors

23. Mary was having a discussion with Tom in the company break room. When Mary told Tom the names of the companies she had worked for in the past, she was depicting:

    A. self-disclosure.

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24. In following the guidelines for effective self-disclosure, Casey should:

    A. wait until a news is a little old, to share her thoughts and reactions about it.

    B. choose the appropriate time and place for self-disclosure.

    C. reveal her innermost dreams and fears to her boss on the first day of her new job.

    D. share only past feelings to create an emotional connection with others.

25. Which of the following highlights the degree to which you know about yourself and degree to which others know information about you?

    A. Johari window

    B. Myers-Briggs Type Indicator

    C. Perceptual mapping

    D. Hierarchy of needs

26. As we receive feedback from others on their observations of our personalities and behaviors, the _____ area of the Johari Window will decrease and the _____ area of the Johari Window will become more complete.

    A. blind, open

    B. open, unknown

    C. unknown, blind

    D. open, blind

27. The larger the _____ area of the Johari Window, the more productive and mutually beneficial the interpersonal relationship is likely to be.

    A. blind

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28. The nervous habit of tapping a pencil during meetings would be depicted in the _____ area of the Johari Window.

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29. The _____ section of the Johari Window contains information about us that is apparent to others but not to ourselves.

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30. According to the Johari Window, the open area:

    A. consists of information about us that we don't know, but others know.

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    C. reduces as relationships grow, increasing the hidden area.

    D. comprises information that we know about ourselves but that is hidden from others.

31. Emily and her teammates dislike their boss because they feel he overly micromanages the team. This information however is not known to anyone at her office. Which area of the Johari window would best represent this information?

    A. Blind

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    C. Open

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32. When Erin joins her new organization, her colleagues already know her name, her job title, and marital status. This information, according to the Johari window, would fall under the:

    A. blind area.

    B. hidden area.

    C. open area.

    D. unknown area.

33. Jake has a nervous habit of wiggling his foot during meetings when he is feeling stressed. This habit, unknown to him but known to others would fall in the _____ area of the Johari Window.

   A. blind

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34. If the _____ area of the Johari Window is large, relationships are not likely to develop beyond the acquaintance level due to lack of sharing.

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35. According to the Johari window, the _____ area contains information that neither we nor others know.

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36. _____ is a multifaceted concept that captures one's faith or belief in the integrity or reliability of another person or thing.

   A. Over commitment

   B. Trust

   C. Self-description

   D. Criticism

37. Trust and _____ complete a relationship equation.

   A. self-description

   B. self-efficacy

   C. self-esteem

   D. self-disclosure

38. Trust is composed of five elements. Which of the following form a part of those elements?

   A. over commitment and integrity

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39. Martha is not receptive to new ideas and is unwilling to share ideas with others. She needs to work more on the _____ element of trust.

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40. Which of the following elements of trust best describes conformity with previous practice?

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42. Which of the following relates to your ability to honestly disclose and share your thoughts, beliefs, and feelings?

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44. In order to develop trust to better manage her team, Brenda must:

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45. Trust is:

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46. What is self-disclosure? What elements should it include to be effective?

47. Discuss the guidelines for self-disclosure.

48. Define the purpose of and the four regions of the Johari Window.

49. What is trust? What are the five elements of trust as identified by Schindler and Thomas?

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c2 Key

1.   Disclosing to an appropriate person can help us validate our perceptions of reality.
(p. 29)

    <u>TRUE</u>

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6. Self-description is revealing significant personal information about oneself that is not easily
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7. Self-disclosure is a sign of weakness and vulnerability.
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    <u>C.</u> dependent on self-disclosure.

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46. What is self-disclosure? What elements should it include to be effective?

(p. 29-31)

Self-disclosure means making the self known to others, letting others know what you think, feel and want. It is revealing to another how you are reacting to the situation and sharing experiences that are relevant to that situation.

To be effective, self-disclosure includes these elements:

1) Feelings as well as facts

2) Greater breadth and depth over time

3) A focus on the present rather than the past

4) Reciprocity

5) Significant information

6) Some amount of risk

7) Work focus

47. Discuss the guidelines for self-disclosure.

(p. 33)

Some of the guidelines for self-disclosure are: 1) Discuss situations as they happen; don't wait until they are old news. 2) Choose the appropriate time and place. 3) Choose the appropriate level of disclosure. 4) Share your current feelings to create an emotional connection with others and invite understanding.

48.   Define the purpose of and the four regions of the Johari Window.

The Johari Window helps us understand how well we know ourselves and how much of ourselves we let others know. It is divided into four regions, which represent: 1. Degree to which you know or understand information about yourself (values, attitudes, beliefs). 2. Degree to which others know information about you. The four regions of the Johari Window are the open area, the hidden area, the blind area, and the unknown area. The open area consists of information about us that both we and others know. The hidden area comprises information we know about ourselves but is hidden from others. The blind area denotes information others are aware of but we are not. The unknown area contains information that neither we nor others know.

DeJanasz - Chapter 02 #48
Difficulty: Easy

49.   What is trust? What are the five elements of trust as identified by Schindler and Thomas?

Trust is a multifaceted concept that captures one's faith or belief in the integrity or reliability of another person or thing. "Simply put, trust means confidence." According to Schindler and Thomas, trust is composed of five elements. These are: Competence, Consistency, Loyalty, Openness and Integrity.

DeJanasz - Chapter 02 #49
Difficulty: Easy

50. What factors do the organizational cultures associated with trust emphasize?

Organizational cultures associated with trust emphasize 1) Depth of relationships. 2) Understanding of roles and responsibilities. 3) Frequent, timely, and forthright communication. 4) Member self-esteem and self-awareness. 5) High levels of skill competence. 6) Clarity of shared purpose, direction, and vision. 7) Honoring promises and commitments.

DeJanasz - Chapter 02 #50
Difficulty: Medium

c2 Summary

Category	# of Questions
DeJanasz - Chapter 02	50
Difficulty: Easy	24
Difficulty: Medium	26