

CHAPTER 3: PERCEPTION

TRUE/FALSE

1. While culture has a great deal to do with our perception, it is understood that a person's mood and tolerance to stress do not.
ANS: F
2. A common perceptual tendency is to assume that others are similar to us.
ANS: F
3. The text argues that an ailment may have a strong impact on how you relate to others.
ANS: T
4. True empathy requires that you agree with the other person's opinions.
ANS: F
5. Identical foods can actually taste different to various individuals.
ANS: T
6. Sensory data can be different to different people.
ANS: T
7. We are influenced more by subtle stimuli rather than obvious ones.
ANS: F
8. In our perceptions, we cling more strongly to first impressions, even when they are wrong.
ANS: T
9. In perceiving others, we usually blame their problems on their personal qualities rather than on factors outside them.
ANS: T
10. It's simply impossible to be aware of everything, no matter how attentive we may be.
ANS: T
11. Since stimuli that are intense often attract our attention, we're more likely to remember extremely talkative people than those who are quiet.
ANS: T
12. Unchanging people or things become less noticeable, and thus occupy less of our attention than those that change.
ANS: T
13. Selection is an objective process.
ANS: F
14. The sensory data we receive are the same for all of us; perceptual differences occur only after we begin to process those data.
ANS: F
15. After using the "Pillow Method" you should typically conclude that the issue being considered is not important enough to worry about.
ANS: F

16. The “halo effect” is a perceptual tendency which causes us to be more generous in our judgment of ourselves over others.
ANS: F
17. People’s occupations have little bearing on their perception of the world.
ANS: F
18. Only women are affected by changes in mood.
ANS: F
19. The self-serving bias illustrates our tendency to judge others more charitably than ourselves.
ANS: F
20. Your text claims that there is nothing wrong with the generalizations we make, using our organization constructs, as long as they are accurate.
ANS: T
21. Punctuation is the process of organizing a series of events to determine causes and effects.
ANS: T
22. According to your text, the world appears different to each of us.
ANS: T
23. Silence is valued over talk in most Asian cultures.
ANS: T
24. The three phases of perception (selection, organization, and interpretation) that take place in an individual’s mind can occur in differing sequences, with one influencing another.
ANS: T
25. According to your text, unhappy spouses are more likely than happy ones to make negative interpretations of their mates’ behavior.
ANS: T
26. Sympathy is the ability to experience the world from another’s point of view.
ANS: F
27. One way in which we organize our impressions of others is by appearance.
ANS: T
28. It is never appropriate to make a generalization.
ANS: F
29. Stereotyping occurs when generalizations lose touch with reality.
ANS: T
30. Whether you are happy or unhappy with a partner will affect how you interpret that partner’s behavior.
ANS: T
31. The process whereby people influence each other’s perceptions and attempt to achieve a shared perspective is called negotiation.
ANS: T

32. A shared relational narrative is the reason that some couples say they are happily married when the facts would indicate otherwise.
ANS: T
33. The attitude that one's own culture is superior to other cultures is called ethnocentrism.
ANS: T
34. The process of explaining people's behavior is called assignation.
ANS: F
35. The skill of perception checking allows you to see if you are correct in your interpretation of another's behavior.
ANS: T
36. Perception checking can be a useful tool when you don't want to embarrass or directly threaten another person.
ANS: T
37. Position Four in the Pillow Method takes the perspective that the original issue should still be seen as very important.
ANS: F
38. You have read positive reviews of your Chemistry instructor on a website. According to the text, you are more likely to find this instructor credible and attractive.
ANS: T
39. Participating in events such as the Empathy Experiment described in your text is one way to build empathy and increase cognitive complexity.
ANS: T
40. There is little difference between the terms sex and gender; they can be used interchangeably.
ANS: F
41. Studies suggest that the ability to empathize with others is hard-wired in our brains.
ANS: T
42. Parents should realize that preventing their children from experiencing and managing frustrating events can help to increase their empathic concern for others later in life.
ANS: F
43. Studies suggest that cognitive complexity actually increases one's chance of having satisfying communication in a variety of contexts.
ANS: T
44. It's possible to avoid stereotyping by attending to characteristics other than those that are obvious of the group to which you assign someone.
ANS: T
45. The "Platinum Rule" is different from the "Golden Rule" in that it asks us to "do unto others as they themselves would have done unto them."
ANS: T
46. If your instructor expects you to do well in class, he/she will likely perceive your work differently

from those they expect to fail.

ANS: T

47. The perceptions of people who know you well will not be influenced by information on your Facebook profile.
ANS: F
48. According to the text, there are no benefits to parents and children being “friends” on Facebook.
ANS: F
49. According to the text, an unintended consequence of parents over-monitoring their children’s technology use is that it might lead them to be sneakier.
ANS: T
50. Studies have shown that sexual harassment complaints are rare today because most people agree on their interpretations of what constitutes a “hostile work environment.”
ANS: F
51. If you are a person who tells others “like it is” because you believe such truth is helpful and constructive, you will interpret similar behavior from others towards you the same way.
ANS: F
52. Studies show that judges who listen to singing performances with their backs turned and no prior knowledge of the contestant almost always appraise the contestant the same way as judges who don’t.
ANS: F

MULTIPLE CHOICE

53. Which of these statements is not accurate, according to the text?
- Teenagers who don’t get enough food to eat are more likely to get in trouble at school and have difficulty getting along with others.
 - You might perceive someone’s behavior differently when you are ill than you would when you are healthy.
 - Lack of sleep can affect couple’s perceptions of each other, resulting in discord.
 - Identical foods may taste differently to different people.
 - Perception is not influenced by neurological or biological differences.
- ANS: e**
54. Which perceptual tendency is illustrated in the following example? Leah was trying to be helpful when she told Eric he should wear pants that make him look less fat. However, when Eric told Leah she should lay off the makeup because it makes her look “old,” she perceived his comment as hurtful and mean.
- We judge ourselves more charitably than others.
 - We cling to first impressions.
 - We are influenced by our expectations.
 - We are influenced by the obvious.
 - None of the above.
- ANS: a**
55. The concept of self-fulfilling prophecy relates best to which of these perceptual tendencies?
- We judge ourselves more charitably than others.
 - We cling to first impressions.

- c. We are influenced by our expectations.
- d. We are influenced by the obvious.
- e. We assume others are similar to us.

ANS: a

56. The Pillow Method is designed to
- a. persuade someone to accept your viewpoint.
 - b. settle a dispute.
 - c. minimize an issue.
 - d. gain insight into another's viewpoint.
 - e. punctuate the cause and effect of an argument.

ANS: d

57. The story in your text about six men from Indostan illustrates
- a. the phenomenon called "culture shock."
 - b. the way people tend to punctuate a series of events differently.
 - c. the "Pillow Method" applied to resolve a problem.
 - d. different interpretations depending on point of view.
 - e. self-serving bias.

ANS: d

58. All of the following would be included in a good definition of empathy except which one?
- a. It involves taking the other's perspective.
 - b. It includes concern for the other person.
 - c. It requires a sense of the other person's feelings.
 - d. It can't be totally achieved.
 - e. It requires that your opinions match those of the other person.

ANS: e

59. A perception check includes
- a. a description of the behavior you have noticed.
 - b. two possible interpretations of the behavior.
 - c. a request for clarification about how to interpret the behavior correctly.
 - d. all of the above.
 - e. none of the above.

ANS: d

60. What's missing from this perception check? "When you didn't do the grocery shopping today like you usually do, I figured you weren't feeling good or were mad at me."
- a. It doesn't describe behavior.
 - b. It has only one interpretation.
 - c. It doesn't request clarification.
 - d. It is too specific.
 - e. Nothing is missing from this perception check.

ANS: c

61. What's missing from this perception check? "I figure you're either upset with me or worried about your test. Is it something like that?"
- a. It doesn't describe behavior.
 - b. It has only one interpretation.
 - c. It doesn't request clarification.
 - d. It is too wordy.

e. Nothing is missing from this perception check.

ANS: a

62. What's missing from this perception check? "When I saw you having lunch with Emily, I figured you liked her more than me. What's going on?"

- a. It doesn't describe behavior.
- b. It has only one interpretation.
- c. It doesn't request clarification.
- d. It is too wordy.
- e. Nothing is missing from this perception check.

ANS: b

63. What's missing from this perception check? "When you didn't call me when you said you would, I thought you might have forgotten or were mad at me. What happened?"

- a. It doesn't describe behavior.
- b. It has only one interpretation.
- c. It doesn't request clarification.
- d. It is too wordy.
- e. Nothing is missing from this perception check.

ANS: e

64. How could you improve this perception-checking statement? "When you gave me an F on my essay, I figured you hated me. Right?"

- a. Describe behavior.
- b. Give another interpretation.
- c. Request clarification.
- d. Say less.
- e. It is great as a perception-checking statement just the way it is.

ANS: b

65. All of the following are physiological factors shaping perception except which one?

- a. the senses
- b. age and health
- c. fatigue
- d. ethnicity
- e. hunger

ANS: d

66. The recognition of a "figure" as standing out from a "ground" of other stimuli takes place during what phase of the perception process?

- a. ideation
- b. stimulation
- c. verification
- d. organization
- e. sensation

ANS: d

67. All of the following perceptual factors influence the way we interpret behavior except which one?

- a. relational satisfaction
- b. assumptions about human behavior
- c. androgynous style
- d. past experience

e. expectations

ANS: c

68. Talk is viewed as desirable and useful for both task and social purposes in

- a. Western culture.
- b. Asian culture.
- c. upper- and middle-class groups.
- d. older people.
- e. all of the above.

ANS: a

69. Which of the following statements is not true?

- a. People agree about what smells good or bad.
- b. People's sensitivity to temperature varies significantly.
- c. Odors that please some people repel others.
- d. Men have mood cycles of ups and downs.
- e. All of the above are true.

ANS: a

70. We notice some stimuli over others in our environment because they are

- a. mild.
- b. singular.
- c. contrasting or changing.
- d. related to modular communication.

ANS: c

71. The steps in the perception process are

- a. initial, intermediate, final.
- b. assumption, experience, expectation.
- c. physical, psychological, experimental.
- d. selection, organization, interpretation.
- e. response, action, interaction.

ANS: d

72. In order to understand another person's perception of a problem, it is necessary to

- a. assume that person's social role.
- b. spend time in that person's culture or subculture.
- c. experience that person's physiological differences.
- d. all of the above.
- e. none of the above.

ANS: e

73. Empathy is related to perception in that

- a. the more perceptive you are, the less empathetic you need be.
- b. the more perceptive you are, the easier it is to forget to be empathetic.
- c. empathy is facilitated by trying to perceive things from the other person's point of view.
- d. empathy and perception are both a result of self-fulfilling prophecies.

ANS: c

74. Armando made a poor first impression on Bianca as he first arrived, so throughout their evening date, despite his pleasant behavior, Bianca continued to see him in an unfavorable light due to

- a. her feelings of empathy.

- b. the halo effect.
- c. her punctuation of the events of the evening.
- d. the narrative of the date.
- e. physiological factors influencing Bianca's perception.

ANS: b

75. All of the following are causes of inaccurate perception except
- a. we cling to first impressions.
 - b. we're influenced by what is most obvious.
 - c. we assume others are similar to us.
 - d. we rate ourselves more negatively than others see us.
 - e. we judge ourselves more charitably than others.

ANS: d

76. Being able to pick out your sister's comments from a babble of voices at a party illustrates the organizational principle of
- a. figure-ground organization.
 - b. alternative patterning.
 - c. perceptual freezing.
 - d. selection of empathetic other.
 - e. attention to the irritating.

ANS: a

77. An effective perception checking statement
- a. tends to have a better chance of working in a low-context culture.
 - b. requires that your words match your behavior.
 - c. doesn't always require 3 parts.
 - d. all of the above.
 - e. none of the above.

ANS: d

78. Shannon says that she works out in the evenings instead of the afternoons because Roger is always late coming home from work. Roger says he doesn't bother to rush home from work because Shannon is always working out. This process of organizing the series of events in different ways is called
- a. punctuation.
 - b. interpretation.
 - c. perceptuation.
 - d. conjugation.
 - e. intrepidation.

ANS: a

79. The term that refers to men and women possessing a mixture of traits that have previously been considered exclusively masculine or feminine is
- a. chauvinistic.
 - b. adaptable.
 - c. rhetorically sensitive.
 - d. androgynous.
 - e. analogous.

ANS: d

80. Using the skill of perception checking will help prevent

- a. negative self-fulfilling prophecies.
- b. physiological noise.
- c. inaccurate decoding of messages.
- d. excessive feedback.
- e. none of the above.

ANS: c

81. Exaggerated beliefs associated with a perceptual categorizing system are
- a. role constructs.
 - b. self-judgments.
 - c. white lies.
 - d. subcultural translations.
 - e. stereotypes.

ANS: e

82. Phong is in the market for a new car and hopes to buy a Toyota Scion. It seems everywhere he goes lately he sees a Scion on the road. What does this exemplify in the process of selecting stimuli?
- a. repetitious stimuli
 - b. motives
 - c. change in stimulation
 - d. intense stimuli
 - e. organization

ANS: b

83. When Mary meets Ted at a party, she asks him what he does for a living. This is an example of classifying people by
- a. appearance.
 - b. psychological traits.
 - c. membership.
 - d. social role.
 - e. interaction style.

ANS: d

84. Shima knows her friend Francine is going through a difficult time so she doesn't mind that Francine is particularly quiet at dinner. This is an example of what stage in the perception process?
- a. selection.
 - b. organization.
 - c. redefinition.
 - d. interpretation.
 - e. none of the above.

ANS: d

85. The process whereby people influence each other's perceptions and attempt to achieve a shared perspective is called
- a. negotiation.
 - b. narration.
 - c. differentiation.
 - d. relationship building.
 - e. organization.

ANS: a

86. While on vacation with her family in Germany, Abigail criticized how Germans drove on the

Autobahn compared to American freeway driving. According to the text, Abigail's attitude is considered

- a. prejudice.
- b. ethnocentrism.
- c. ethnicity.
- d. punctuation.
- e. self-serving bias.

ANS: b

87. All of the following are schemes by which we classify people except

- a. social roles.
- b. psychological traits.
- c. membership.
- d. interaction style.
- e. beliefs.

ANS: e

88. All of the following is true about stereotyping except

- a. a set of characteristics is ascribed to most members of a category.
- b. it affects interracial communication.
- c. it affects only personal relationships.
- d. it doesn't always occur because of bad intentions.
- e. it is a result of exaggerated generalizations.

ANS: c

89. Bernadette complains to Patrick that the volume on the TV is too loud; Patrick claims he can't hear the TV if he turns it down. What type of perceptual influence does this example illustrate?

- a. psychological
- b. cultural
- c. gender
- d. social
- e. physiological

ANS: e

90. When Kasheem got caught speeding, Amy said he should have been more careful; later when Amy got caught speeding, she denied she was driving too fast. This is an example of what tendency in perception?

- a. We are influenced by the obvious.
- b. The self-serving bias.
- c. We pay attention to others' negative characteristics.
- d. The halo effect.
- e. We assume others are similar to us.

ANS: b

91. Which of the following is most likely to account for your tendency to overlook the faults of your new romantic partner?

- a. gender roles
- b. occupational roles
- c. relational roles
- d. cultural roles
- e. none of the above

ANS: c

92. Using the pillow method can
- enhance cognitive complexity.
 - boost empathy.
 - lead to valuable insights.
 - b & c
 - all of the above

ANS: e

93. You've changed the way you perceive and interact with homeless people after your good friend spent some time in a homeless shelter. This example best illustrates which of the following influences on interpretation?
- personal experience
 - assumptions about human behavior
 - expectations
 - self-concept
 - relational satisfaction

ANS: a

MATCHING

INSTRUCTIONS for questions 94–98: Match each of the descriptions below with the term it best describes:

- punctuation
- interpretation
- empathy
- attribution error
- androgynous behavior

94. You feel sadness when your friend tells you his cat died.

Answer: c

Type: Matching

Page: 100

Application

95. You exhibit both male and female traits when faced with a difficult decision.

Answer: e

Type: Matching

Page: 91

Application

96. You say you're late because your partner is never ready on time; your partner says she takes her time getting ready because you're always late.

Answer: a

Type: Matching

Pages: 82-83

Application

97. You think that when your coworker uses profanity it's due to a flaw in her character, but when you use profanity it's because the situation demands it.

Answer: d

Type: Matching

Pages: 93-94

Application

98. You figure your friend's smile means she's happy.

Answer: b

Type: Matching

Page: 84

Application

INSTRUCTIONS for questions 99–103: Match each of the descriptions below with the term it best describes.

- self-serving bias
- stereotyping
- sympathy
- narrative
- selection

99. You believe that most of the elderly are slow drivers.
Answer: b **Type: Matching** **Pages: 80-82** **Application**
100. You notice car advertisements more when you need a new car.
Answer: e **Type: Matching** **Page: 79** **Application**
101. You tell your friend you're sorry that he was robbed.
Answer: c **Type: Matching** **Page: 102** **Application**
102. You claim your roommates are lazy when they don't clean up, but when you fail to clean, it's because of your many commitments.
Answer: a **Type: Matching** **Pages: 93-94** **Application**
103. The stories you share with your coworkers creates a shared perspective of your boss.
Answer: d **Type: Matching** **Page: 85** **Application**

INSTRUCTIONS for questions 104–110: Match each of the perceptual schema examples below with constructs that describe it.

- a. appearance
- b. social roles
- c. interaction style
- d. psychological trait
- e. membership

104. Chevell thinks Alicia is a typical lawyer.
Answer: b **Type: Matching** **Page: 80** **Application**
105. Bertha did not want to associate with the girl wearing a ring in her nose.
Answer: a **Type: Matching** **Page: 80** **Application**
106. Darin decided LuAnn was insecure when he heard her ask for help twice.
Answer: d **Type: Matching** **Page: 80** **Application**
107. Jeremiah responded to Esperanza's comment sarcastically.
Answer: c **Type: Matching** **Page: 80** **Application**
108. "That's just what a Republican would say," Mario thought.
Answer: e **Type: Matching** **Page: 80** **Application**
109. At the party Kimbrye spent more time talking to the tall blonde than her dark-haired friend.
Answer: a **Type: Matching** **Page: 80** **Application**
110. Alexandria thought Jon was friendly from the first time they met.
Answer: c **Type: Matching** **Page: 80** **Application**

INSTRUCTIONS for questions 111–115: Match each of the descriptions below with the term it best describes.

- a. punctuation
- b. interpretation
- c. stereotyping
- d. organization
- e. selection

111. You are frustrated by the behavior of an instructor you've classified as "mean." However, when the instructor you've classified as "friendly" behaves the same way, you are more tolerant.

Answer: d Type: Matching Page: 80 Application

112. Your friend comes into the room and slams the door, so you assume he is angry with you.

Answer: b Type: Matching Page: 84 Application

113. As you listen to a classmate give a speech you notice her saying "you know" and "um" many times.

Answer: e Type: Matching Page: 79 Application

114. She says she's forced to tell him over and over to pick up his things because he never listens to her. He says he has to "tune her out" because she is always complaining about something.

Answer: a Type: Matching Pages: 82-83 Application

115. You think all Japanese are hard workers after doing an internship in a Japanese company.

Answer: c Type: Matching Pages: 80-82 Application

ESSAY

116. Identify a situation from your recent experience in which you disagree with another person due to differing physiological factors. Show how these different factors led to the disagreement.

Answer: will vary Type: E Pages: 86-89 Synthesis

117. Describe the five perceptual tendencies identified by researchers in Chapter Three. What role has each played/not played in the formation of your perceptions of three people important to you?

Answer: will vary Type: E Pages: 93-96 Application

118. Apply the Pillow Method to an interpersonal issue which has recently affected you. Describe your thoughts and feelings at each position on the pillow. Explain how an expanded view of this situation could affect the communication between you and the other person.

Answer: will vary Type: E Pages: 104-109 Application

119. Your text identified a variety of influences on perception. Name two of these categories of influence and apply them to the situation described below in terms of their effect on your interpretation of the event.

The situation: Imagine you've been walking down the street with another friend. You both are aware that three individuals have been walking behind you for some time. As you turn into a restaurant and sit down, the other three enter and take a booth directly behind you and your friend.

Answer: will vary Type: E Pages: 86-93 Application

120. Consider a stereotype you might hold, either positive or negative. Using information from the text, explain what led you to have this specific stereotype and how your behavior and communication has been affected by it.

Answer: will vary Type: E Pages: 80-82 Analysis

121. Choose one of the following social roles—gender, occupational or relational—then explain how this area has influenced your perceptions. Use examples from your own life in your discussion.
Answer: will vary **Type: E** **Pages: 91-92** **Application**
122. Using the following problem, apply the Pillow Method to view the issue. Identify each position and explain each position clearly in relation to the scenario. Explain how an expanded view of the situation might affect the communication in this relationship.
 Problem: You and a friend have talked about taking a trip to Europe after college graduation. While planning the trip during senior year, you discover that your friend is insisting on taking an organized tour while you have always dreamed of backpacking through Europe and staying at hostels.
Answer: will vary **Type: E** **Pages: 104-109** **Synthesis**
123. How does the concept of self-fulfilling prophecy from Chapter 2 relate to the interpretation step in the perception process? Give examples.
Answer: will vary **Type: E** **Pages: 49-51, 84** **Synthesis**
124. How can we use the information described in the section on “Common Tendencies in Perception” to improve the accuracy of our perceptions?
Answer: will vary **Type: E** **Pages: 93-96** **Analysis**
125. Explain how the Internet and social media influence perceptions. Use at least two specific examples to support and justify your point.
Answer: will vary **Type: E** **Pages: 86** **Application**

The following essay questions work best as “take-home” exams because of the time necessary to effectively complete them.

126. Imagine yourself a member of the opposite sex. Describe all the events of a particular day from the vantage point of your “new” sex. What clothes would you want to wear? How would you greet your friends? How would you eat? How would you play? How would your perceptions of the world change? Be very specific and use concrete examples as well as vocabulary items from this chapter.
Answer: will vary **Type: E** **Pages: 91-92** **Evaluation**
127. Describe a subculture to which you belong. Give examples and explain several misunderstandings you have had with members of another subculture. What do these misunderstandings indicate about the way in which you view the world? Use terms and theory from text.
Answer: will vary **Type: E** **Pages: 89-91** **Evaluation**