LOOK Looking Out Looking In (Canadian) 4th edition Adler Test Bank

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TRUE/FALSE

1 : The self-concept is a relatively stable set of perceptions you hold of yourself.
A : true
B : false

Correct Answer : A

2 : Jennifer thinks that most people like her and Jennifer likes most people that she meets. Jennifer has high self-esteem.
A : true
B : false

Correct Answer : A

3 : Ken doesn’t like himself and he believes that others don’t like them either. Ken has low self-esteem.
A : true
B : false

Correct Answer : A

4 : People with high self-esteem perform poorly when being watched.
A : true
B : false

Correct Answer : B

5 : People with high self-esteem can handle all conflicts productively.
A : true
B : false

Correct Answer : B

6 : Having high self-esteem is a guarantee for interpersonal success.
A : true
B : false

Correct Answer : B

7 : Your personality remains stable over your lifetime.
A : true
B : false

Correct Answer : A

8 : The self-concept begins to develop sometime between the ages of two and four years.
A : true
B : false

Correct Answer : B

9 : According to your text, the self-concept is shaped by communication.
A : true
B : false

Correct Answer : A

10 : Behaviours like tone of voice and touch can contribute to the development of the self-concept.
A : true
B : false

Correct Answer : A

11 : Communication from others does not affect our self-concept.
A : true
B : false

Correct Answer : B

12 : Reflected appraisal means that you reflect on your communication skills and make adjustments to improve your skills.
A : true
B : false

Correct Answer : B

13 : You shouldn’t listen to the “boosters” and “busters” others give you since your self-concept is only your view of yourself.
A : true
B : false

Correct Answer : B

14 : Both verbal and nonverbal messages contribute to a developing self-concept.
A : true
B : false

Correct Answer : A

15 : According to your text, the self-concept is influenced by significant others from both the past and present.
A : true
B : false

Correct Answer : A

16 : Although those around us play a large part in helping us shape our self-concept when we are children, others have little effect on our self-concept once we reach adolescence.
A : true
B : false

Correct Answer : B

17 : The self-concept is extremely subjective, being heavily influenced by interaction with others.
A : true
B : false

Correct Answer : A

18 : Melissa spends a lot of time looking at models and often feels that her body is inadequate. Melissa is engaged in social comparison.
A : true
B : false

Correct Answer : A

19 : In many cases a self-concept is based on data which may have been true at one time, but are now obsolete.
A : true
B : false

Correct Answer : A

20 : It is possible to have a more favourable image of yourself than the objective facts or the opinions of others warrant.
A : true
B : false

Correct Answer : A

21 : The self-concept is strongly resistant to change.
A : true
B : false

Correct Answer : A

22 : The tendency to cling to an outmoded self-perception holds only when the new image would be less favourable than the old one.
A : true
B : false

Correct Answer : B

23 : Canada’s changing self-concept is due to a steady population growth of visible minority immigrants.
A : true
B : false

Correct Answer : A

24 : Our concept of self is shaped partly by the culture in which we have been reared.
A : true
B : false

Correct Answer : A

25 : Most Western cultures have what is called a collective identity.
A : true
B : false

Correct Answer : B

26 : Margaret's professor keeps telling Margaret how smart she is. Margaret feels confident about her upcoming test, based on what her professor is saying and based on her experience doing well on tests. She studies hard for her Interpersonal Communications test and gets an A! Margaret continues to believe that she is smart. This is an example of self-fulfilling prophecy.
A : true
B : false

Correct Answer : A

27 : According to the concept of self-fulfilling prophecy, we cannot become what we believe about ourselves.
A : true
B : false

Correct Answer : B

28 : Bruce thinks he is bad at public speaking. He has a presentation coming up and he keeps telling himself that he will mess it up. During the presentation he fumbles over his words, reads his cue cards, and speaks with a low voice. As a result, he did not receive positive feedback on his presentation. This is an example of self-imposed prophecy.
A : true
B : false

Correct Answer : A

29 : Katie is a new student in a new school. Katie wants to sign up for the volleyball team even though she hasn't played volleyball before. The coach tells her not to bother because she is short; he says that short girls don't do well at volleyball. After that experience, even though she never played volleyball, Katie tells people that she isn't good at volleyball. This is an example of other-imposed prophecy.
A : true
B : false

Correct Answer : A

30 : Other-imposed prophecies have little influence on most people.
A : true
B : false

Correct Answer : B

31 : If you are trying to change your self-concept, being perfect is a good way to make positive change.
A : true
B : false

Correct Answer : B

32 : You are unlikely to reveal all of the perceived self to another person.
A : true
B : false

Correct Answer : A

33 : The person you believe yourself to be in moments of honesty is called the presenting self.
A : true
B : false

Correct Answer : B

34 : The image you try to show to others is called the perceived self.
A : true
B : false

Correct Answer : B

35 : We use identity management to create our one identity.
A : true
B : false

Correct Answer : B

36 : We use identity management to create many identities.
A : true
B : false

Correct Answer : A

37 : Nonverbal behaviours play a big role in managing impressions.
A : true
B : false

Correct Answer : A

38 : The process of impression management can result in dishonest behaviour.
A : true
B : false

Correct Answer : A

39 : Employees with high self-esteem make better employees overall.
A : true
B : false

Correct Answer : A

40 : Identity management involves deciding which part of yourself to hide.
A : true
B : false

Correct Answer : B

41 : Steve, a transgender man, feels he must hide the fact that he is trans in his workplace. This is common for many transgendered people.
A : true
B : false

Correct Answer : A

42 : Managers make employees less productive by communicating high expectations.
A : true
B : false

Correct Answer : B

MULTIPLE CHOICE

43 : What does the term “self-concept” refer to?
A : the way one believes others perceive their physiological, psychological, and social attributes
B : the sum of one’s psychological, social, and physical attributes as perceived by a significant other
C : the sum of one’s physiological, social, and psychological attributes as perceived by an impartial observer
D : the sum of one’s beliefs about their physical characteristics, intelligence, aptitudes, and social skills

Correct Answer : D

44 : Which term refers to the relatively stable set of perceptions you hold of yourself?
A : self-concept
B : self-esteem
C : perceptual schemata
D : psychological construct

Correct Answer : A

45 : Which statement best describes a person’s self-concept?
A : It involves evaluations of self-worth.
B : It includes other people’s opinion of you.
C : It is always changing.
D : It varies from person to person.

Correct Answer : D

46 : How is self-esteem related to self-concept?
A : The two terms refer to the same concept.
B : They both contribute to the evaluation one gives of his/her worth.
C : Self-esteem is the part of the self-concept that evaluates self-worth.
D : Self-concept is an aspect of self-esteem that involves beliefs about oneself.

Correct Answer : C

47 : What is a common behaviour in people who have low self-esteem?
A : They have trouble criticizing others.

B : They expect to be rejected by others.
C : They are likely to approve of others in order to be accepted.
D : They perform well when being watched because they fear disapproval.

Correct Answer : B

48 : What is a common behaviour in people who have high self-esteem?
A : They are likely to think well of others.
B : They don't perform well when being watched.
C : They are unable to defend themselves against negative comments.
D : They have less of a need to work hard for people who demand high standards.

Correct Answer : A

49 : Which statement best describes people with high self-esteem?
A : They work harder for undemanding, less critical people.
B : They are likely to disapprove of others.
C : They perform well when being watched.
D : They have difficulty defending themselves against other's negative comments.

Correct Answer : C

50 : Which statement best describes people with low self-esteem?
A : They are likely to disapprove of others.
B : They perform well when being watched.
C : They work harder for people who demand high standards of performance.
D : They are able to defend themselves against negative comments of others.

Correct Answer : A

51 : Which characteristic is predominantly influenced by social interactions rather than heredity?
A : extraversion
B : self-esteem
C : shyness
D : willingness to communicate

Correct Answer : B

52 : Jonas felt great after he received glowing feedback for his child and youth worker assignment. What concept is this an example of?
A : ego buster
B : ego booster
C : cognitive conservatism
D : social comparison

Correct Answer : B

53 : What are ego busters?
A : negative aspects of the self-concept
B : people who intentionally criticize others
C : psychological mechanisms for masking the true self-concept
D : people who influence another person's self-esteem negatively

Correct Answer : D

54 : What concept would being promoted to a more responsible job, being blamed by a friend for starting fights, and having your birthday forgotten contribute to?
A : defensiveness
B : self-concept
C : self-monitoring
D : social comparison

Correct Answer : B

55 : Which of the following best defines social comparison?
A : A person who's opinion is important enough to affect one's self-concept strongly.
B : Evaluating ourselves in terms of how we compare with others.
C : Groups against which we compare ourselves, thereby influencing our self-concept and self-esteem.
D : The tendency to seek and attend to information that conforms to an existing self-concept.

Correct Answer : B

56 : What has the potential to powerfully shape self-concept?
A : self-esteem
B : self-monitoring
C : significant others
D : cognitive complexity

Correct Answer : C

57 : Which personality traits does biology account for?
A : antagonistic, agreeable, stable, neurotic, extroversion
B : extroversion, shyness, assertiveness, verbal aggression, overall willingness to communicate
C : high self-esteem, strong self-concept, intelligence, energy levels
D : friendly, polite, calm, sense of humor, happiness

Correct Answer : B

58 : More recently, how has research suggested that personality is best described?
A : It is biological.
B : It is stable.
C : It is shaped by experiences.
D : It is predetermined.

Correct Answer : C

59 : What is the best definition for a significant other?
A : a romantic partner
B : a strong, positive influence
C : a powerful adult that one looks up to
D : a person who has affected one's self-concept

Correct Answer : D

60 : Who is a significant other?
A : a supportive person

B : a person with significant goals
C : a person whose opinion we specifically value
D : a person with whom there is a strong romantic attachment

Correct Answer : C

61 : Lori cares deeply about what her professor thinks of her and wants her professor to have a good opinion of her. Which description best describes Lori's professor?
A : a person who has high self-esteem
B : a generalized other
C : a person capable of reflective appraisal
D : a significant other

Correct Answer : D

62 : Which term refers to the process of judging ourselves by how we think others evaluate or judge us?
A : feedback
B : reflected appraisal
C : social comparison
D : other-imposed self-fulfilling prophecy

Correct Answer : B

63 : Mark is a nursing student on placement at the hospital. He has received positive feedback on his performance from the other nursing staff that he is working with. Mark is feeling very good about his nursing skills and feels confident that he will be good at his job when he's done school. What is this an example of?
A : ego booster
B : ego buster
C : social comparison
D : reflected appraisal

Correct Answer : D

64 : Which statement explains social comparison?
A : trying to improve your time in a running race
B : providing feedback to an employee
C : reflecting on how you've changed in the last year
D : judging your attractiveness to others while working out at a busy gym

Correct Answer : D

65 : What are reference groups?
A : people whose self-concepts we have influenced
B : people whose self-esteem has been diminished
C : groups against which we compare ourselves, thereby influencing our self-concept and self-esteem
D : people who meet with others to improve self-esteem

Correct Answer : C

66 : Which of the following is a reference group?
A : a group of people involved in a research study

B : your mother
C : peers at school
D : something that is of interest to you

Correct Answer : C

67 : Hannah is interested in taking an art class; however, none of her friends of family understands why she would want to do this. Hannah feels weird as a result and wonders if she should take the class. Which of the following are Hannah's friends and family?
A : a social comparison group
B : a reference group
C : a significant others group
D : an influencing group

Correct Answer : B

68 : What is a characteristic of the self-concept?
A : It is subject to distortion.
B : It is primarily a product of our genetic inheritance.
C : It can be easily changed if one has the will to change it.
D : It changes day to day, depending on circumstances.

Correct Answer : A

69 : Which example is the result of distorted feedback?
A : a misunderstanding when using mediated communication
B : clinging to past failures even though they don't predict failure in the future
C : believing that you are unattractive when this is unwarranted
D : feeling the need to be perfect

Correct Answer : C

70 : Mary is a counsellor and she continues to think about a case that happened 10 years ago when she lacked the proper knowledge to give advice to her client. As a result, she believes that she is a bad at her job. What does this scenario demonstrate?
A : obsolete information
B : distorted feedback
C : perfection
D : social expectations

Correct Answer : A

71 : Which example can produce a self-image that is worse than the facts warrant?
A : repeatedly failing at something
B : focusing on one's strengths
C : over thinking
D : overly critical parents

Correct Answer : D

72 : Which example describes distorted feedback?
A : Pete believes that he is amazing at everything. This is what his parents have told him.
B : Pete believes that he is great at some things but there are things he could work on improving.

C : Pete tells his colleague that she did a fantastic job on a project.
D : Pete tells his colleague that the work she did on a project could be improved.

Correct Answer : A

73 : Billy believes that in order for him to be good at his job he must not make any mistakes. What does this scenario demonstrate?
A : social expectations
B : perfection
C : distorted feedback
D : obsolete information

Correct Answer : B

74 : Xiaoxin doesn't like to talk about his accomplishments. In his culture this is frowned upon. What does this demonstrate?
A : social expectations
B : perfection
C : distorted feedback
D : obsolete information

Correct Answer : A

75 : What is the best advice for someone to follow if they want to feel more self-confident when meeting new people?
A : Change your significant others.
B : Reduce your focus on self-concept change.
C : Disregard obsolete or inaccurate feedback.
D : Compare yourself to a superior reference group.

Correct Answer : C

76 : Jessica received feedback from her placement supervisor that she doesn't agree with. Jessica decides to ask her classmates what they think. What is this an example of?
A : cognitive conservatism
B : distorted feedback
C : self-fulfilling prophecy
D : subjective selection

Correct Answer : A

77 : Which term refers to the tendency to look for people who confirm our existing self-concept?
A : cognitive conservatism
B : self-fulfilling prophecy
C : self-monitoring
D : social-verification

Correct Answer : A

78 : Which statement best describes self-concept and change?
A : In most cases people are eager to change their self-concept.
B : In most cases people change their self-concept only when they have received feedback from other people.
C : In most cases people change their self-concept slowly over time.

D : In most cases people cling to their existing self-concept.

Correct Answer : D

79 : Bill 101 made French the official language of the Province of Quebec. What was one reason for this change?
A : to follow a federal mandate
B : to maintain the Francophone sense of self
C : to prevent Francophones from becoming an in-group
D : to bring harmony to the diverse, multilingual society in Quebec

Correct Answer : B

80 : What is common in collectivistic cultures?
A : self-sufficiency
B : high value on change
C : high value on equality
D : connection with family

Correct Answer : D

81 : What is uncommon in individualistic cultures?
A : self-sufficiency
B : high value on change
C : high value on equality
D : high value on tradition

Correct Answer : D

82 : Ming has immigrated to Canada from South Korea and is enrolled in a college nursing program. She experiences very high levels of anxiety about speaking out in comparison to her fellow students who were born and raised in Canada. Why does Ming experience this anxiety?
A : Shyness is a problem in Asian countries.
B : Assertiveness has not been taught effectively in Asian countries.
C : Blending in with the group is valued in Asian countries.
D : Children are not taught public speaking in Asian countries.

Correct Answer : C

83 : Your instructor stated, “From the beginning, being male or female shapes the way others communicate with us, and thus how we shape our sense of self.” Which process is being described?
A : identity management
B : reflected appraisal
C : self-imposed prophecies
D : social comparison

Correct Answer : B

84 : Martin is interested in Canadian culture and wants to be an informed citizen. If he seeks out the Canadian movie Indian Horse (2017), what knowledge is he discovering?
A : awareness regarding the impact the *Indian Act* had on Indigenous farming practices
B : insight into the effects that the Residential School System had on the lives of Indigenous families

C : facts relating to the *Indian Act's* forced assimilation policies regarding Indigenous women's work obligations
D : information relating to the *Indian Act's* forced assimilation policies regarding Indigenous men's work obligations

Correct Answer : B

85 : What occurs when your own expectations influence your behaviour?
A : self-imposed prophecy
B : self-fulfilling prophecy
C : other-imposed prophecy
D : other-fulfilling prophecy

Correct Answer : A

86 : Alice believes that she is not capable in mathematics. Every year she gets Ds in her math classes and barely passes. What does this demonstrate?
A : self-imposed prophecy
B : other-imposed prophecy
C : self-fulfilling prophecy
D : cognitive complexity

Correct Answer : A

87 : A self-fulfilling prophecy is described by which example?
A : a nervous job applicant who surprises himself by how well he did in his interview
B : a child who fails a test because she heard her teacher inform her mother that she is an underachiever
C : a student who believes that he is inferior at giving speeches and, thus, forgets his ideas and fumbles
D : a husband who reluctantly agrees to his wife's request that they spend the holiday visiting Disneyland and ends up having a good time

Correct Answer : C

88 : Kelly believes that she can't trust her coworkers, even though they haven't behaved in a manner that would suggest this is true. Kelly keeps information from her coworkers because she thinks they are untrustworthy. As a result, her coworkers have started to exclude her when making decisions, and this has a negative impact on Kelly's job. What does this scenario demonstrate?
A : other-fulfilling prophecy
B : self-fulfilling prophecy
C : self-imposed prophecy
D : other-imposed prophecy

Correct Answer : C

89 : Maxine has always dreamed of being an astronaut. Maxine's parents tell her that she will never be an astronaut because most of them are men. As a result, Maxine decides to go into nursing instead of aviation. What does this scenario demonstrate?
A : other-fulfilling prophecy
B : self-fulfilling prophecy
C : self-imposed prophecy
D : other-imposed prophecy

Correct Answer : D

90 : What is a self-fulfilling prophecy?
A : a prediction about one's own behaviour, based on past experience
B : a prediction about another's behaviour, based on background knowledge
C : a prediction that affects the outcome of one's own or another's behaviour
D : a prediction that one makes about a desired outcome, then he/she works hard to make it happen

Correct Answer : C

91 : Which of the following is often a result when people use the word "can't"?
A : It helps us accept our limitations.
B : It creates a self-fulfilling prophecy.
C : It increases our defensiveness and makes us less approachable.
D : It reduces our defensiveness and makes us more approachable.

Correct Answer : B

92 : What occurs when your actions are governed by the expectations that others have of you?
A : self-imposed prophecy
B : self-fulfilling prophecy
C : other-imposed prophecy
D : other-fulfilling prophecy

Correct Answer : C

93 : Rita's marks in her anatomy class are not normally as good as Barbara's, but her teacher kept telling her how smart she was, and that her hard work would help her excel on the test. As a result of her teacher's positive expectations, Rita's marks improve significantly. What is this an example of?
A : perceived self
B : other-imposed prophecy
C : self-verification
D : social comparison

Correct Answer : B

94 : Employees with high expectations for their job performance are more likely to be successful than those with lower expectations. What is this an example of?
A : delegation
B : self-monitoring
C : self-fulfilling prophecy
D : social comparison

Correct Answer : C

95 : Pygmalion in the Classroom is a book about a research study on learning in the classroom. What was the main finding of this study?
A : The less intelligent children performed better than expected.
B : The more intelligent children performed better than expected.
C : When teachers were told that some children had potential for growth and others didn't, the students who were identified as having potential performed better than the other children.
D : When the teachers were told some children had potential for growth and other didn't, all the children performed the same because they had similar self-concepts.

Correct Answer : C

96 : Which term describes the social, psychological, and behavioural expectations that are placed on us by society about what it means to be a particular sex?
A : self-concept
B : perceived self
C : gender
D : presenting self

Correct Answer : C

97 : In 2016, there were 7,540,803 foreign-born individuals living in Canada, which represents 21.9 percent of the population. What does this mean for Canada?
A : New immigrants will need to shed their ethnicity.
B : Canada's "self-concept" is changing.
C : Canada has lost its identity.
D : Canada will embrace the melting pot, similar to the United States.

Correct Answer : B

98 : Which of the following is considered a feature of diversity that affects self-concept in Canada?
A : language
B : reflected appraisal
C : social comparison
D : the self-imposed prophecies of new immigrants

Correct Answer : A

99 : What should a person do in order to have a more realistic self-concept?
A : Have realistic expectations and perceptions of yourself.
B : Ask others to send you more positive messages.
C : Take yourself less seriously and accept your weaknesses.
D : Ask others for feedback on how you can improve yourself.

Correct Answer : A

100 : What would be the most significant action to take if someone wanted to change their self-concept?
A : Have high standards for oneself.
B : Ignore feedback from other people.
C : Critically examine the feedback one receives from other people.
D : Have the desire and clear goals.

Correct Answer : C

101 : Which of the following would be least helpful to makes one's self-concept more realistic?
A : Share your perception of yourself with a friend.
B : Try to engage in more accurate self-talk.
C : Focus on "ego booster" messages.
D : Pay less attention to your past behaviour and more attention to your present behaviour.

Correct Answer : A

102 : Which term refers to the communication strategies people use to influence how others view them?
A : distorted feedback
B : identity management
C : reflected appraisal
D : relational messaging

Correct Answer : B

103 : Which term refers to the kind of person that someone believes himself/herself to be?
A : ideal self
B : perceived self
C : persona
D : presenting self

Correct Answer : B

104 : Linh is a first-year university student. Being with which of the following people would be least likely to cause Linh to be concerned about her identity management?
A : someone she met recently
B : someone she knows of the same sex
C : someone of the opposite sex that she finds attractive
D : someone of the opposite sex that she doesn’t find attractive

Correct Answer : B

105 : Which term refers to the image that a person gives to others?
A : presenting self
B : perceived self
C : identity management
D : public self

Correct Answer : A

106 : Samir wants everyone to think he is a fun-loving, sociable guy so he is always throwing parties and entertaining his friends with wild stories about his travels, but he considers himself to be shy. What is this an example of?
A : perceived self
B : presenting self
C : self-concept
D : social self

Correct Answer : B

107 : Which statement best describes identity management?
A : All identity management is done intentionally.
B : All identity management is unintentional.
C : We create our identities while we interact with others.
D : We use identity management to create a single desirable identity.

Correct Answer : C

108 : Goffman used a drama metaphor to discuss identity management. He suggests that each ofus is a kind of playwright, creating our own role in terms of how we want others to see us. Which statement fits with his theory?
A : Identity management is collaborative.
B : Identity management can be deliberate or unconscious.
C : Identity management varies by situation.
D : People differ in their degree of identity management.

Correct Answer : A

109 : Which statement best describes self-monitoring and identity management?
A : A low self-monitor employs little identity management.
B : A low self-monitor is highly aware of their identity management.
C : A high self-monitor is highly aware of their identity management.
D : A high self-monitor employs little identity management.

Correct Answer : C

110 : What is the relationship between identity management and self-monitoring?
A : Identity management makes people more aware of themselves so that they can be more effective self-monitors.
B : Self-monitoring makes people more aware of their identity management.
C : Identity management reduces the need for self-monitoring.
D : Identity management and self-monitoring are not connected.

Correct Answer : B

111 : Which statement best describes people who are high self-monitors?
A : They are harder to read than low self-monitors.
B : They are easier to read than low self-monitors.
C : They are much more aware of their identity management behaviour than others.
D : They are highly aware of their own behaviour but tend to overlook the behaviour of others.

Correct Answer : C

112 : Frank is trying to influence the opinion that his fellow classmates have of him. Why might he want to do this?
A : He is trying to maintain relationships.
B : He is trying to get away with doing less work.
C : He has low self-esteem.
D : He has high self-esteem.

Correct Answer : A

113 : In the textbook section, “Looking In and Coming Out” the writer states he went into the closet when family and friends criticized him for wanting to be a female character. What statement was shared to support why the choice to go into the closet was made?
A : New personal discoveries can be made as one matures.
B : People can create more satisfying identities.
C : It is very natural to want to feel safe in our early developmental stages.
D : People can change and become effective in their real-life interactions with others.

Correct Answer : C

114 : Which situation is an example of identity management?
A : Bruce wants Juan to help him move this weekend so he buys Juan lunch with the hope of convincing Juan to give up his Saturday.
B : Gord believes that he isn't good at chemistry; as a result, he fails his chemistry exam.
C : Jennifer has low self-esteem but presents as confidently as possible so people won't know what she thinks about herself.
D : Radha believes that people need to know about her back pain so she tells as many people as possible about it.

Correct Answer : A

115 : Simone, the CEO of a hospital, wants to appear authoritative, so she sits behind a large oak desk facing her subordinates when they come to speak with her. What strategy is Simone using to manage her identity?
A : appearance
B : manner
C : posture
D : setting

Correct Answer : D

116 : Nadine is a new professor and she wants her students to feel as though they can come to her if they have problems. Nadine is very friendly, shares some appropriate personal information about herself, remembers all her students' names, and remembers things about them such as their birthday or other events they have in their lives. What strategy is Nadine using to manage her identity?
A : appearance
B : manner
C : posture
D : setting

Correct Answer : B

117 : Many students travelling abroad display the Canadian maple leaf on their backpacks or jackets. What identity management strategy is this an example of?
A : appearance
B : manner
C : setting
D : relationship

Correct Answer : A

118 : Leslie is a lesbian and she has decided not to be open about her sexual identity with her colleagues. Instead she pretends that she is heterosexual and that she has a boyfriend. What strategy is Leslie using to manage her identity?
A : secrecy
B : privacy
C : counterfeiting
D : dishonesty

Correct Answer : C

119 : John feels nervous and makes mistakes when his professor observes the work he does

on placement with clients in the youth facility. What does this indicate about John?
A : He has high self-esteem and wants to ensure he is doing a good job.
B : He has low self-esteem and feels threatened by people in superior positions to him.
C : He is not effective at impression management.
D : He is very effective at impression management.

Correct Answer : B

120 : Roberta has just graduated from an animation program, and she is starting to look for a job. Roberta decides to delete several pictures from her Facebook account from her college years and tightens up her privacy settings. What is Roberta engaged in?
A : vocational management
B : identity management
C : career management
D : impression management

Correct Answer : B

121 : Sue, a nurse, runs a healthy eating blog in her spare time. She exudes a healthy attitude and appears to be very knowledgeable and professional. What is this an example of?
A : career management in online communication
B : self-concept in online communication
C : self-esteem in online communication
D : identity management in online communication

Correct Answer : B

122 : Debbie works in a marketing agency and is stressed at work because she worries that her new boss is not going to like their new client's advertising layout. She feels very uncomfortable when presenting her ideas to him and consequently makes mistakes. Which statement describes Debbie's experience?
A : Debbie has high-self-esteem in the workplace.
B : Debbie has low self-esteem in the workplace.
C : Debbie's boss has unrealistic expectations.
D : Debbie's boss is a bully.

Correct Answer : B

123 : Diane's boss has high expectations and communicates her expectations clearly. Diane's boss also believes that Diane is an excellent employee and communicates this often. As a result, Diane believes she is capable of meeting her boss' expectations, thus, she works hard and does well. What is this an example of?
A : high self-esteem in the workplace
B : low self-esteem in the workplace
C : self-fulfilling prophecy in the workplace
D : identity management in the workplace

Correct Answer : C

124 : At work John goes to great lengths to hide that he is a transgender man. He shares very little about himself with his colleagues and he doesn't spend any social time with them. What is John engaged in?
A : high self-esteem in the workplace

B : low self-esteem in the workplace
C : self-fulfilling prophecy in the workplace
D : identity management in the workplace

Correct Answer : D

125 : Consider the following hypothetical question. In a research study, a group of clerks were told to process about 550 records per day. They were also told that it would be stressful to process more than 550 records in one day. A second group was told to process as many as they could. What was the outcome of the study?
A : The first group outperformed the second group but felt more stress.
B : The second group outperformed the first group but felt more stress.
C : The second group outperformed the first group and the first group felt more stress.
D : Both groups processed about the same number of records but the first group felt more stress.

Correct Answer : C

MATCHING

126 : Match each description below with the most accurate term.

A : A person whose opinion we especially value	A : perceived self
B : Process of judging ourselves by the evaluations of others	B : presenting self
C : A prediction that affects behaviour	C : reflected appraisal
D : The private self you honestly believe you are	D : self-fulfilling prophecy
E : The “face” you show to others	E : significant other

Correct Answer :
A : E

B : C

C : D

D : A

E : B

ESSAY

127 : Define self-esteem and self-concept. How are self-esteem and self-concept related?

Correct Answer : Answers will vary.

128 : Describe two people who were a significant other for you. Describe your communication behaviour with each of them, giving examples of how (a) they delivered “booster” and “buster” messages, and (b) how they created self-fulfilling prophecies that work for and against you?

Correct Answer : Answers will vary.

129 : Define social comparison. Describe an instance when you engaged in social comparison and (a) felt superior to another person/group as a result, and (b) felt inferior to another person/group as a result. What was the impact of this social comparison?

Correct Answer : Answers will vary.

130 : Identify a time when you had a distorted evaluation of yourself. What was the reason for this distortion?

Correct Answer : Answers will vary.

131 : Describe the differences between individualistic and collectivist cultures. How do these differences influence one's self-concept? Discuss how culture has influenced your self-concept.

Correct Answer : Answers will vary.

132 : Describe a recent self-fulfilling prophecy that you brought about that affects your communication. When did you bring this about? What have the results been? How realistic was the prophecy? Does answering these questions change how you'll talk to yourself in the future? How? Next, describe a self-fulfilling prophecy you have imposed upon another person. How did you communicate it (i.e., what messages did you send, and what channels did you use)? What effect did your prophecy have upon the other person? Does answering this question affect how you'll communicate with the other person in the future? How?

Correct Answer : Answers will vary.

133 : Explain two changes that took place in your self-concept. Indicate how communication influenced the change.

Correct Answer : Answers will vary.

134 : Explain how you handled impressions recently during a significant event in your life. Indicate the reasons that you managed impressions and then evaluate the way you presented yourself.

Correct Answer : Answers will vary.

135 : Describe how you have managed your manner, appearance, and setting to create desired impressions in two different specific instances.

Correct Answer : Answers will vary.

136 : Discuss the relevance of identity management in the workplace. Describe how workplace ethical dilemmas and value clashes can lead to identity management conflict.

Correct Answer : Answers will vary.