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Application and skill building by relationships in the 9th edition of the organization, relationship download in the news More books: GetReads site - Results generated by your reading library search Organizational application and skill building 9th edition of human relations: Results generated in 0.0035 seconds: Applications and skill coupons: Rental Relationships Organization In: Applications and Skills Building Applications and Skills Building 9th Edition (9780078029202) Relationships in Organizations: Applications and Skills Rentals or Buy Organizational Relationships: Application and Skills Building This is the ninth edition of publication 9/11/2012. Relationships in Organizations: Applications and Relationships in Organizations 9th Edition Relationships in Organizational Application-Related Organizations Download Human Relationships in Relationship Organization Information Centers at the Organizational Information Center: Lucier's Relationships in Organizations: Relationships in Lucier in Organizations: Applications and Skills Building, Part 9: Developing RelationshipsOrganization: Applications and Skills .. Organization 9th Edition Of Relationships, Download More Books: War Transformation - pdf-4820075.pdf Applications and Skills Building pdf Free Download: Applications and Skills Building in Organizations, Robert Lucier Relationships in Organizations 9th Edition: Applications and Skills Building, 9th Edition Of This Page Ebook Free Download Link, You Will Be Directed to Free Registration Form. If you need more books for reference, you can search for the title and theme of this site. You will find more books in various fields. 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Free Download: Relationships in Organizations: Applications and Skill Building, Robert Lucier ©1996-2 9th Edition, Amazon.com or its Affiliates, 1st Part 01: In-Person Skills: Understanding Behavior, Relationships, and Performance Chapter 1: Understanding Behavior, Relationships, Performance and Well-Being Chapter 2: Personality, Stress, Learning, and Perception Chapter 3: Attitudes, Self-Concepts, Values, Ethics Chapter 2: Human Skills: The Basics of Relationships Chapter 4: The Basics of Communication, Emotions, and Criticism Chapter 5: Addressing Conflict Chapter 3: Leadership Skills: Impacting to Help Yourself and Others Succeed Chapter 6: Lead and Trust Chapter 7: Motivation for Performance Chapter 8 Chapter 8: Ethical Possible and Political 4: Leadership Skills: Team and Organizational Behavior, Relationships, Performance Chapter 10: Team Dynamics, Creativity and Problem Solving, Decision Making Chapter 11: Organizational Change and Culture Chapter 12: Global Importance of Diversity and Inclusion Appendix A: Time, Career and Etiquette Management Appendix B: Application of Relationship Skills 1.2013 McGraw Hill Education. This is your own material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted in whole or in part on the Web site. Chapter 02 Personality, Stress, Learning, Perceived True/False Questions 1. People with internal control trajectories are trapped in new experiences to improve performance. True or false 2. The trajectory of control is a two-dimensional personality taxons. True or false 3. According to the Big Five model of personality, people characterized by claims, ambitions and energy are generally strong in their superiority. Authenticity 4. Emotional stability is important in dealing with situations that require efficiency under pressure. True Or False 5. Myers Briggs Type Indicator (MBTI) identifies emotions and their personality trends for a particular way of leading. Organization Applications and Skills Building 9th Edition Russier Test Bank Full Download True and False Relationships: - Download all chapters for this sample only: albabadownload.com 2.2013 McGloe Hill Education. This is your own material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the Website. Stressors are similar in how they affect different individuals. True or false 7. Stress is an individual problem. True or false 8. Some stresses improve performance. People with true or false 9.Type B personalities may be more stressful than type A personalities. True or false 10. Chronic stress can lead to burn-out. True or false 11. Exercise, nutrition, relaxation, positive thinking, and a good support system can help you tackle stress. True or false 12. Today, it is generally agreed that intelligence is a product of genetics, not of the environment. True or false 3.2013 McGrouhill Education. This is your own material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the Website. Acomodhakta relies more on others for information than technical analysis. True false 14. We tend to get along well with people who have the same learning style as us. True or false 15. Stereotyping tends to see things from a narrow focus that directly affects us. True false 16. People may selectively select the information they want to hear and ignore the information they don't want to hear. This behavior is called a reference frame. True false 17. Recognize, select, organize, and interpret information as expected. True false 18. Selective exposure affects job selection. True or false During the 19.4-minute barrier, a person can not make a good impression on others. True or false 4.2013 McGrouhill Education. This is your own material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the Website. You may dress like a successful person in your organization during a job interview and send out a signal of over-belief. True or false 21. Facial expressions convey emotions more accurately than words. True falsehoodsDiscussing controversial topics and expressions of personal views is best avoided, especially during the four-minute barrier. True or false multiple choice question 23.Which of the following character features of type A?A. Easy-going B. indifferent C. time consciousness D. patience 5. 2013 McGrow Hill Education. This is your own material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the Website. ___ They have little control over their performance and believe they are not trapped in new experiences. A. External Equipment B. Intrification Agent C. Extraverted D. Type A Personality 25.___ is a continual body that represents that belief in whether external or internal forces determine fate. A. Control C. Perception Joint Sargency B. Locus D. Conscience 26. Jerry is a caring person and liberal in accepting changes in his organization. Because of his greedy nature, Jerry has many friends with which he works. He thinks it's easy to establish intimate relationships with people. Which personality dimension best defines the characteristics described in the scenario?A. Sargency B. Coordination C. Consent D. Conscience 6.2013 McGauhll Education. This is your own material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the Website. People who are vulnerable to ___ want to be followers. A. Coordination B. Conscience C. Experience D. Sargency 28. Which of the following are the common characteristics of people with strong and surprising personalities? Avoiding change and new things is poor under pressure, nervousness, instability, grumpy D. impatient, assertive, active, ambitious 29. Richard is ambitious and prefers to spend most of his time on his own. His colleagues consider him solitary and unstable. He finds it difficult to work under high-pressure conditions and often blames his colleagues. Richard's character is: A. is at an astonishing height. B. Low conscience. C. Low likes. D. High adjustment. 2013, by McGrow

Hill Education. This is your own material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the Website. Which of the following characterizes people with strong adjusted personality types?A. Energetic, self-insistive, active, ambitious, B. cold, difficult, unfriendly, C. Good under pressure, relaxed,And positive D. imagination, intellectual, open mind, autonomous, creative 31. Reliability, persistence, and organization are terms that describe ___ characteristics. A. Weak Adjustment B. High Conscience C. High Preference D. Weak Surprise 32. Daniel, supervisor of the team of financial analysts, aims to become a manager. He is confident in his thoughts at work. Daniel always gives accurate instructions to his team members and expects them to follow the instructions. Which dimension of character best represents Daniel's behavior?A. High Sargency B. Low conscience C. High adjustment D. Low openness to experience 8.2013 McGauhll Education. This is your own material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the Website. Kenneth is expected to complete his probation as a point of contact by the end of this month. Over the past six months he has proved tenacious and competent. He diligently follows bank standards and works systematically. Which dimension of character best represents Kenneth's characteristics? High adity C. Low adjustment D. High conscience 34.Joanne's colleagues admire her ability to stay calm under all circumstances. She is safe about her professional skills and can perform well under pressure. Which dimension of character best represents Joan's traits?A. Weak Sargency B. High adjustment C. Experience weak conscience D. high openness 35. A person with a high score on openness who experiences a dimension of personality is probably possible: supportive, tolerant, caring, and friendly. Emotionally stable, good under pressure, relaxed, safe, positive. Imaginative, intelligent, autonomous and creative. Energetic, self-insistive, active and ambitious. 9. By 2013 McGrouhll Education. This is proprietary material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the Website. ___ identifies an individual's personality based on four trends in a particular way of thinking and behavior. A. Control Model B Trajectory Berkman Method C. Myers Briggs Type Indicator D. Personality Assessment System 37. I'm always in a hurry and upset me to change my routine. What type of stolsler does this statement reveal? A. Organization 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 stolsler does this statement reveal?C. Environmental Stress D. Job Satisfaction 10.2013 McGrow Hill Education. This is your own material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the Website. My boss always checked on me and told me what to do. What type of stolsler does this statement reveal? My work is very demanding and monotonous. Work often causes headaches by the end of the day.What type of stolsler does this statement reveal? A. The organization's climate B. Management Behavior C. Environmental Stress D. Job Satisfaction 41. Nelson has been busy preparing for final exams in recent months. A few days before the exam, as a result of the high pressure to perform well, he loses interest and motivation to study. Which of the following does Nelson experience?A. Tension stress B. Temporary combustion C. Bipolar disorder D. Panic attacks 11.2013 McGauhll Education. This is your own material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the Website. ___ is the level of ability to learn, solve problems, and make decisions. A. Sir Agency B. Intelligence C. Antide D. perception 43. ___ prefers to learn by performing and feeling. A. Accommodator B. Diver C. Danger D. Assimiator 44. ___ prefers to learn by observation and feeling. A. Accommodator B. Diver C. Danger D. Assimiator 45. Hands-on experience is best suited for ___. A. The same agent B. diver C. converger D. acomodacta 12. 2013 McGrow Hill Education. This is your own material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the Website. ___ provides the right to view specific situations from a variety of perspectives. A. Assimiator B. Danger C. Diver's D. Accommodator 47. What are the characteristics of divers? A. They tend to learn mainly from hands-on experience. B. They take the time to gather and analyze many choices. C. They tend to be more interested in abstract ideas and concepts than people. D. They prefer to learn by thinking about doing. 48. ___ prefers to learn by performing and thinking. A. Accommodator B. Diver C. Danger D. Assimiator 49. ___ explores the practical use of information and focuses on solutions. A. Amotorator B. Diverger C. Asimiator D. Converger, 13.2013Education. This is your own material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the Website. Which of the following characterizes a converse? A. They usually act on instinctual emotions. B. They have the ability to see specific situations from many different perspectives. C. Seek practical use of information. D. I prefer dealing with people-to-people issues to technical tasks and problems. 51. ___ prefers to deal with technical tasks and problems over people-to-people issues. A. Diver B. Amodator C. Accommodicta D. 52. ___ prefers to learn by observation and thinking. A. The Assimiator B. Diverger C. Acomodicta D. 53. ___ tends to be more interested in abstract ideas and concepts than people. A. Diver B. Assimiliator C. Accommodator D. Comager 14.2013 McGrow Hill Education. This is your own material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the Website. Kendall relies on his instincts to decide which designs appeal to people. He is making decisions based on his interactions with people, not statistical analysis of consumer behavior. What is his learning style?A. A. Accommodore B. Diverger C. Comerber D. Assimiller 55.Kathy enjoys brainstorming. She collects all the facts and analyzes the situation from multiple perspectives before making a decision. As a result, she sometimes misses opportunities. What is her preferred learning style?A. A. Accommodore B. Diverger C. Converber D. Assimiator 56.Beth prefers to learn new skills at work, not training sessions. Her decisions are based on instinct, not technical analysis. Which of the following is Beth's learning style?A. Achommodore B. Diverger C. Converber D. Assimiator 15.2013 McGrowhill Education. This is your own material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the Website. Albert is a sales representative for Maxim Insurance. He tends to make quick decisions without much analysis, mainly based on input from people. Albert likes to be a salesperson because it gives him the freedom to set sales schedules and challenges him to finish the sale. He learns well through training sessions, including role-playing. Which of Albert's learning styles is?A. Achommodore B. Diverger C. Converber D. Assimiator 58.Chris works as a nurse at Dayton Community Hospital. He took up this profession to enjoy people and help them. Chris spends a lot of time collecting information and comparing multiple options before making a decision. Chris learned a lot about nursing by looking at other nurses. Which of his learning styles is following?A. Achommodore B. Diverger C. Converber D. Assimiator 16.2013 McGrowhill Education. This is your own material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the Website. Dennis is an accountant and likes to deal with numbers and specific accounting processes. He always helps his colleagues solve problems. But he avoids personal interaction with them. Dennis enjoyed college, but believes that when he get a job, he really learns about accounting. Which of the following is Dennis's learning style? A. A. Accommodore B. Diverger C. Converse D. Assimiator 60.Debra is a marketing researcher at Dale Manufacturers. She enjoys collecting data and compiling information. Debra always follows scientific procedures when conducting research. Surveys are helpful, but we believe that seeing people choosing products in stores provides more valuable information. Which of the following is Debra's learning style? A. A. Achommodore B. Diverger C. Compar D. Assimiator 61. The antiodator is different from that of an antimover: A. A. prefers to learn by doing and feeling. B. We tend to learn mainly from practical experience. C. Prefer to deal with technical tasks and problems. D. tends to learn by observation and thought. 17. By 2013 McGau Hill Education. This is proprietary material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the website in whole or in part. Alvin tells his parents, We don't see things the same way because you're old and I'm young. What recognition bias does Alvin have?A. Projection B. Frame of Reference C. Expectation D. Selective Exposure 63. ___ 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.B.C. Stereotyping D. Peripheralization 18.2013 McGauhll Education. This is your own material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the Website. Which of the following terms refers to the tendency to look at things from a narrow focus that directly affects us?A. Projection B. Expectations C.Exposure D. Reference frame 66. Terry constantly accuses Ted and Betty of being careless with their work when they actually make more accounting mistakes than they have. What recognition bias does Terry have? A. Projection B. Frame of Reference C. Expectations D. Selective Exposure 67. Ashley is often careless when her boss is talking to her. I often don't listen to my boss because I can predict what he's saying, she said. What recognition biases does this statement reflect? A. Projection B. Frame of Reference C. Expectations D. Selective Exposure 19.2013 McGauhll Education. This is your own material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the Website. Which of the following defense mechanisms is caused by attitudes and shortcomings toward others?A. Projection B. Intro-Ministry C. Perceptual Joint D. Sargency 69. ___ refers to the degree to which people see things the same way. A. Projection B. Selective Exposure C. Perceptual Joint D. Frame 70. ___ of criteria is the time we must make a good impression. A. Threshold period B. 4-minute barrier C. Criterion D. 6-minute sale 20.2013 McGauhll Education. This is your own material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the Website. ___ refers to the way people recognize each other during their first impressions. A. Transition Effect B. Primacy Effect C. Impression Management D. Selective Exposure 72. ___ is the average duration of people who make up their minds to continue contact or try to be separate during social situations. A. Barrier B. 4-minute sales D. Transition period 73. Laura meets Cindy, owner of a famous advertising agency in Los Angeles, at a social gathering. Laura wants to make a good first impression so she can intern at Cindy's company. If true, which one will help Laura make a favorable first impression? A. During the first four minutes of their conversation, Laura brings up a controversial topic and expresses her opinion on the issue. B. Laura maintains eye contact while introducing herself to Cindy. C. Before leaving the meeting, Laura asks Cindy for contact details so she can keep in touch. D. Laura spends a long time talking to Cindy. 21. By 2013 McGauhll Education. This is proprietary material for the use of certified instructors only. No method of sale or distribution is allowed. This document can be copied, scanned, andQuestions in whole or in part short answers transferred, distributed or posted on the website 74. Learn about the Big Five personality profiles. 75. Select a current or past manager and explain how your personality profile has affected your behavior, relationships, and performance in your department. 22. By 2013 McGau Hill Education. This is proprietary material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the Website. What was your stress personality type score and letter? Will you change?77. According to the control stress plan, (1) identify the main stosta, (2) identify their causes and consequences, and (3) develop a plan to eliminate or reduce stress. Identify each step of the answer. 23. 2013 by McGrau Hill Education. This is proprietary material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the Website. Which of the five ways to relieve or reduce stress does the best? What is your preferred learning style? Can you change your learning style?80. Think of the most fun people and fun people. Identify the person's learning style. Is it the same as yours? 2013. By McGrow Hill Education. This is its own material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the website in whole or in part. Think of people you don't like or don't like. Identify the person's learning style. Is it the same as yours? 82. Give an example when you and another person have experienced the same situation but have recognized it differently. Which of the six biases that affect perception is responsible for the difference in perception? 25. By 2013 McGrau Hill Education. This is proprietary material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the Website. Give an example of a situation when others have formed a positive negative first impression. Do you explain the causes of those impressions (appearance, nonver language communication, behavior)?Which field projects a positive image (appearance, non-linguistic communication, behavior)? Please explain the answer. What will you do to project a more positive image in the future?26. By 2013 McGrow Hill Education. This is its own material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the Website. Do personality traits that others show tend to inspire you, which of your personality traits tend to inspire others, and how can you improve your personality?86. Do you think the Big Five Model of Personality or the Myers-Briggs Type Indicator is a more effective measure of character?87. What stress do you think contributes significantly to employee stress in your organization? 27. By 2013 McGau Hill Education. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the Website. Do you agree that intelligence (general mental ability) is the most effective predictor of job performance? How do you know if your perception or perception of others is the correct interpretation of reality?90. Is it ethical to judge and stereotype people based on seconds or minutes in first impressions? 2013. By McGrow Hill Education. This is its own material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the website in whole or in part. Learn about the Big Five Personality Dimensions. 92. How can personality profiling be used to improve relationships with others?29. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the website in whole or in part. Explain how you can deal with extraverted or introverted people. 94. List the causes of stress and explain how to be effective in controlling stress. 95. Describe four learning styles. 30. 2013 by McGauhll Education. This is proprietary material for the use of certified instructors only. No method of sale or distribution is allowed. This document can be copied, scanned, duplicated, transferred, distributed, or96 in whole or in part. Six biases that affect perception are described. 97. Explain the primacy effect and the 4-minute barrier. 98. Explain the importance of first impressions and how to project positive images. 31. 2013 by McGauhll Education. This is proprietary material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted in whole or in part on the Web site. Fill in blank question 99. ___ is a relatively stable set of characteristics that help explain and predict individual behavior. ___ Identify individual strong traits and weak traits. ___ This is your own material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the website in whole or in part. ___ is a time when you have to make a good impression. That's other people's attitude towards us. ___ 33.201 This is your own material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted in whole or in part on the Web site. Chapter 02 Answers true/false questions 1 where personality, stress, learning, and perception are important. (p. 31) People with internal control trajectories are trapped in new experiences to improve performance. FALSE Bloom: Remember the difficulty: 1 Simple learning objective: 02-01 Explain the personality dimensions of the Big Five. 2. (p. 31) The trajectory of control is a two-dimensional personality taxons. TrueRemember the difficulty level: 1 Simple learning objective: 02-01 Explain the dimensions of the Big Five Personality. 3. (p. 33) According to the Big Five model of personality, people characterized by claim, ambition, and energy generally have a strong advantage. True Bloom: Remember the Difficulty: 1 Simple Learning Objective: 02-01 Explain the personality dimensions of the Big Five. 34. 2013 by McGrau Hill Education. This is proprietary material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the Website. (p. 33) Emotional stability is important in dealing with situations that require efficiency under pressure. True Bloom: Understanding Difficulty: 2 Medium Learning Objectives: 02-01 Explain the personality dimensions of the Big Five. 5. (p. 36) Myers-Briggs Type Indicator (MBTI) identifies emotions and their personality trends for a particular way of leading. FALSE Bloom: Understanding difficulty: 2 Medium learning objectives: 02-02 Explain the benefits of understanding and identifying personality profiles. 6. (p. 37) Stressors are similar in how they affect different individuals. FALSE Bloom: Remember difficulty: 1 simple learning objective: 02-03 Explain your stress personality type. 7. (p. 37) Stress is an individual problem. True Flower: Remember difficulty: 1 Simple learning objective: 02-03 Explain your stress personality type. 35. 2013 by McGauhll Education. This is proprietary material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the Website. (p. 37) Some stresses improve performance. True Bloom: Understanding Difficulty: 1 Simple Learning Objective: 02-03 Explain your stress personality type. 9. (p. 38) People with type B personalities are more likely to be stressed than type A personalities. FALSE Bloom: Understanding difficulty: 1 Simple learning objective: 02-04 List the causes of stress. Learn how to control stress more effectively. 10. (p. 39) Chronic stress can lead to burn-out. True Flowers: Remember difficulty: 1 Simple learning objective: 02-04 List the causes of stress. Learn how to control stress more effectively. 11. (p. 39-40) Exercise, nutrition, relaxation, positive thinking, a good support system in tackling stress.True Flowers: Remember the difficulty: 1 Simple learning objective: 02-04 List the causes of stress. Learn how to control stress more effectively. 36. 2013 by McGrow Hill Education. This is proprietary material for the use of certified instructors only. No method of sale or distribution is allowed. This document cannot be copied, scanned, duplicated, transferred, or transferred.If it is posted on the website, it is listed in whole or in part. (p. 41) It is generally agreed today that intelligence is a product of genetics, not of the environment. FALSE Bloom: Understanding Difficulty: 2 Moderate Learning Objectives: 02-04 List the causes of stress. Learn how to control stress more effectively. 13. (p. 44) The achomoderator relies on others for information rather than technical analysis. True Bloom: Understanding Difficulty: 2 Medium Learning Objectives: 02-05 Describe 4 learning styles and know which is your preferred learning style. 14. (p. 44) We tend to get along well with people who have the same learning style as us. True Bloom: Remember the difficulty: 1 Easy learning objective: 02-05 Explain 4 learning styles and know your preferred learning style. 15. (p. 45) Stereotyping tends to see things from a narrow focus that directly affects us. FALSE Bloom: Remember difficulty: 1 Simple learning objective: 02-06 Explains the six biases that affect perception. 37. 2013 by McGrau Hill Education. This is proprietary material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the Website. (p. 45) People may selectively select the information they want to hear and ignore the information they do not want to hear. This behavior is called a reference frame. FALSE Bloom: Remember difficulty: 1 Simple learning objective: 02-06 Explains the six biases that affect perception. 17. (p. 46) We recognize, select, organize and interpret the information as expected. True Flower: Remember difficulty: 1 Simple learning objective: 02-06 Describes six biases that affect perception. 18. (p. 46) Selective exposure affects job selection. FALSE Bloom: Understanding Difficulty: 2 Moderate Learning Objectives: 02-06 Describes six biases that affect perception. 19. (p. 47) During the four-minute barrier, one cannot make a good impression on others. FALSE Bloom: Understanding difficulty: 2 medium learning objectives: 02-07 Explain the importance of first impressions and how to project a positive image. 38. 2013 by McGauhll Education. This is proprietary material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the Website. (p. 48) You may dress like a successful person in your organization during a job interview and send out a signal of over-belief. FALSE Bloom: Understanding difficulty: 2 medium learning objectives: 02-07 Explain the importance of first impressions and how to project a positive image. 21. (p. 48) Facial expressions convey emotions more accurately than words. True Flowers: Remember the Difficulty: 1 Learning Objectives: 02-07 Learn the importance of first impressions and how to project positive images. 22. (p. 48) Discussing controversial topics and expressions of personal views is best avoided, especially during the four-minute barrier. True Flowers: Understanding Difficulty: 2 Medium Learning Objectives: 02-07 Explain the importance of first impressions and how to project a positive image. Multiple Choice Questions 39.2013 McGrau Hill Education. This is your own material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the Website. (p. 30) Which of the following character characteristics is type A?A. Easy-going B. Indifferent C. Time consciousness D. Patience blooms: Difficulty to remember: 1 Simple learning purpose: 02-01 Explain the personality dimension of the Big Five. 24. (p. 31) ___ They have little control over their performance and believe they are trapped in new experiences. A. External Forex C. Extraverted D. Type A Personality Bloom: Remember difficulty: 1 Simple learning objective: 02-01 Explain the personality dimensions of the Big Five. 40. By 2013 McGau Hill Education. This is proprietary material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the Website. (p. 31) ___ is a continuing body that expresses its belief in whether an external or internal force determines its fate. A. Control C. Perception Reconciliation D. Trajectory of Conscience: Remember Difficulty: 1 Simple Learning Objective: 02-01 Explain the personality dimension of the Big Five. 26. (p. 33) Jerry is a caring person and a liberal in accepting changes in his organization. Because of his greedy nature, Jerry has many friends with which he works. He thinks it's easy to establish intimate relationships with people. Which personality dimension best defines the characteristics described in the scenario?A. Sargency B. Adjustable C. Conscience Bloom: Apply Difficulty: 2 Medium Learning Objectives: 02-01 Describe the personality dimensions of the Big Five. Type: AS 41.2013 McGauhll Education. This is your own material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the Website. People who are weak in (p. 33) ___ want to be followers. A. Adjust B. Conscience C. Experience C. D. Experience Sargency Bloom: Remember difficulty: 1 Simple learning objective: 02-01 Explain the personality dimensions of the Big Five. 28. Which (p. 33) is a common trait of people with strong amazing personality dimensions?A. Laid-back or easy-going B. C. Pressure to avoid change and new things C. Pressure, nervousness, instability, grumpy D. Impatient, assertive, active, ambitious Bloom: Remember Difficulty: 1 Easy Learning Objective: 02-01 Explain the Big Five Personality Dimension. 42. By 2013 McGauhll Education. This is proprietary material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the Website. (p. 33) Richard is ambitious and prefers to spend most of his time on his own. His colleagues consider him solitary and unstable. He finds it difficult to work under high-pressure conditions and often blames his colleagues. Richard's character is: A. is at an astonishing height. B. Low conscience. C. Low likes. D. High adjustment. Bloom: Apply Difficulty: 2 Medium Learning Objectives: 02-01 Explain the dimensions of the Big Five Personality. Type: SB 30. (p. 33) Which of the following characterizes people with strong adjusted personality types?A. Energetic, self-claiming, active, ambitious, B. Cold, difficult, unfriendly, unfriendly and sociable, C. Good, relaxed, safe, positive D. Imaginative, intelligent, open, autonomous and creative Bloom: Easy to remember : 1 Simple learning objective: 02-01 Explain the Big Five Personality Dimensions. 43. By 2013 McGauhll Education. This is proprietary material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the Website. (p. 33) Reliability, persistence, and organization are terms that describe ___ characteristics. A. Weak Adjustment B. High Conscience C. High Comfort D. Weak Surprise Bloom: Remember difficulty: 1 Simple learning objective: 02-01 Explain the personality dimension of the Big Five. 32. (p. 33) Daniel, supervisor of a team of financial analysts, aims to become a manager. He is confident in his thoughts at work. Daniel always gives accurate instructions to his team members and expects them to follow the instructions. Which dimension of character best represents Daniel's behavior? A. Low openness to experience high sargency B. Low conscience C. high adjustment D. Bloom: Applicable difficulty: 2 learning objectives: 02-01 Explain the personality dimensions of the Big Five. Type: AS 44.2013 McGauhll Education. This is your own material for the use of certified instructors only. No method of sale or distribution is allowed. This document can be copied, scanned, duplicated, andDistributed or posted on the Website, in whole or in part. (p. 33) Kenneth is expected to complete his probation as a point of contact by the end of this month. Over the past six months he has proved tenacious and competent. He diligently follows bank standards and works systematically. Which dimension of character best represents Kenneth's characteristics? High adity C. Flower of High Conscience: Applied Difficulty: 2 Medium Learning Objective: 02-01 Explain the personality dimensions of the Big Five. Type: AS 34. (p. 33) Joanne's colleagues praise her ability to stay calm under all circumstances. She is safe about her professional skills and can perform well under pressure. Which dimension of character best represents Joan's traits?A. Weak Sargency B. High adjustment C. Weak Conscience D. High Openness to Experience Bloom: Apply Difficulty: 2 Medium Learning Objectives: 02-01 Describe the personality dimensions of the Big Five. Type: AS 45.2013 McGauhll Education. This is your own material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the Website. (p. 33-34) A person with a high score on openness who experiences a dimension of personality is probably possible: supportive, tolerant, caring, and friendly. Emotionally stable, good under pressure, relaxed, safe, positive. Imaginative, intelligent, autonomous and creative. Energetic, self-insistive, active and ambitious. Bloom: Remember the difficulty: 1 simple learning objective: 02-01 Explain the dimensions of the Big Five Personality. 36. (p. 36) ___ determines an individual's personality based on four trends toward a particular way of thinking and behaving. A. Control Model B Trajectory Berkman Method C. Myers Briggs Type Indicator D. Personality Evaluation System Bloom: Remember Difficulty: 1 Simple Learning Objective: 02-02 Explains the benefits of understanding and identifying personality profiles. 46. By 2013 McGauhll Education. This is proprietary material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the Website. (p. 38) I'm always in a hurry and upset me to change my routine. What type of stolsler does this statement reveal? A. Organization Climate B. Management Behavior C. Personality Type D. Job Satisfaction Bloom: Applicable Difficulty Level: 2 Moderate Learning Objectives: 02-04 List the causes of stress; explain how to control stress more effectively. Type: AS 38. (p. 38) Types of strutors that are competitive and conflict-like in our departmentWill this statement reveal?A. Organization Climate B. Management Behavior C. Environmental Stress D. Job Satisfaction Bloom: Applicable Difficulty Level: 2 Medium Learning Objectives: 02-04 List the causes of stress; explain how to control stress more effectively. Type: AS 47. 2013 McGrow Hill Education. This is your own material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the Website. (p. 38) My boss always checked me and told me what to do. What type of stolsler does this statement reveal?A. Organization Climate B. Management Behavior C. Environmental Stress D. Job Satisfaction Bloom: Applicable Difficulty Level: 2 Learning Objectives: 02-04 List the causes of stress; explain how to control stress more effectively. Type: AS 40. (p. 38) My work is very demanding and monotonous. Do you often have headaches by the end of the day because of work?A. What type of stolsler does this statement reveal?A. Organizational Climate B. Management Behavior C. Environmental Stress D. Job Satisfaction Bloom: Application Difficulty: 2 Learning Objectives: 02-04 List the causes of stress; explain how to control stress more effectively. Type: AS 48. 2013 McGrow Hill Education. This is your own material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the Website. (p. 39) Nelson has been busy preparing for final exams in recent months. A few days before the exam, as a result of the high pressure to perform well, he loses interest and motivation to study. Which of the following does Nelson experience? A. Temporary Combustion C. Bipolar Disorder D. Panic Attack Bloom: Application Difficulty: 2 Learning Objectives: 02-04 List the causes of stress; explain how to control stress more effectively. Type: AS 42. (p. 41) ___ is the level of ability to learn, solve problems, and make decisions. A. Sargency B. Intelligence C. Attitude D. Perceived Bloom: Remember Difficulty: 1 Simple Learning Objective: 02-04 List the causes of stress; explain how to control stress more effectively. 49. By 2013 McGau Hill Education. This is proprietary material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the Website. (p. 44) ___ prefers to learn by performing and feeling. A. Accommodator B. Diver C. Danger D. Assimiliator Bloom: Easy to Remember Difficulty: 1 Easy Learning Objective: 02-05 DescriptionsKnow your learning style and your preferred learning style. 44. (p. 44) ___ Prefer to learn by observation and feeling. A. Accommoder B. Diver jars C. Ajmullaz Bloom: Remember difficulty: 1 Easy learning objective: 02-05 Explain four learning styles and know your preferred learning style. 45. (p. 44) Hands-on experience is best suited to ___. A. Antification B. Diverger C. Danger D. Accomoder Bloom: Remember Difficulty: 2 Medium 50. 2013 McGrow Hill Education. This is your own material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the website in whole or in part. 46. (p. 44) ___ has the function of displaying specific situations from many different perspectives. A. Assimileator B. Converger C. Diver D. Acomoderbloom: Remember Difficulty: 1 Easy Learning Objective: 02-05 Explain four learning styles and know your preferred learning style. 47. (p. 44) Which of the following are the characteristics of divers? A. They tend to learn mainly from hands-on experience. B. They take the time to gather and analyze many choices. C. They tend to be more interested in abstract ideas and concepts than people. D. They prefer to learn by thinking about doing. Bloom: Understanding difficulty: 1 Simple learning objective: 02-05 Explain four learning styles and know which is your preferred learning style. 51. By 2013 McGau Hill Education. This is proprietary material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the Website. (p. 44) ___ prefers to learn by doing and thinking. A. Accommoder B. Diver jars C. Ajmullaz Bloom: Remember difficulty: 1 Easy learning objective: 02-05 Explain four learning styles and know your preferred learning style. 49. (p. 44) ___ Seek practical use of information and focus on solutions. A. Accommoder B. Diver jars C. Asimir D. Converse Bloom: Remember difficulty: 1 Easy learning objective: 02-05 Explain four learning styles and know your preferred learning style. 50. (p. 44) Which of the following characterizes a converse? A. They usually act on instinctual emotions. B. They have the ability to see specific situations from many different perspectives. C. Seek practical use of information. D. I prefer dealing with people-to-people issues to technical tasks and problems. Bloom: Understand difficulty: 1 easy 52. 2013 McGrow Hill Education. This is your ownUse of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the website in whole or in part. 51. (p. 44) ___ prefers to deal with technical tasks and problems over people-to-person issues. A. Diver jars B. A simulator C. Acomodicta D. Commoderbloom: Remember difficulty: 1 Simple learning objective: 02-05 Explain the four learning styles and know which learning style is preferred. 52. (p. 44) ___ Prefer to learn by observing and thinking. A. Assimileator B. Diver jars C. Acomoder D. Comager Bloom: Remember difficulty: 1 Simple learning objective: 02-05 Explain four learning styles and know your preferred learning style. 53. By 2013 McGau Hill Education. This is proprietary material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the Website. (p. 44) ___ tends to be more interested in abstract ideas and concepts than people. A. Diver jars B. A simulator C. Acomodicta D. Commoderbloom: Remember difficulty: 1 Simple learning objective: 02-05 Explain the four learning styles and know which learning style is preferred. 54. (p. 44) Kendall relies on his instincts to decide which designs appeal to people. He is making decisions based on his interactions with people, not statistical analysis of consumer behavior. What is his learning style?A. A. Accomoder B. Diverger C. Danger D. Assimiator Bloom: Application Difficulty: 2 Medium Learning Objectives: 02-05 Describes four learning styles and knows which learning style is preferred. Type: SB 54. 2013 McGrow Hill Education. This is your own material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the Website. (p. 44) Kathy enjoys brainstorming. She collects all the facts and analyzes the situation from multiple perspectives before making a decision. As a result, she sometimes misses opportunities. What is her preferred learning style?A. A. Accomoder B. Diverger C. Danger D. Assimiator Bloom: Applicable Difficulty Level: 2 Medium Learning Objectives: 02-05 Describes four learning styles and knows which learning style is preferred. Type: AS 56. (p. 44) Beth prefers to learn new skills at work, not training sessions. Her decisions are based on instinct, not technical analysis. What is Beth's learning style?Apply difficulty: 2 medium learning objectives: 02-05 Describe 4 learning styles and know which is your preferred learning style. Type: AS 55.2013 McGauhll Education. This is your own material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the Website. (p. 44) Albert is a sales representative for Maxim Insurance. He tends to make quick decisions without much analysis, mainly based on input from people. Albert likes to be a salesperson because it gives him the freedom to set sales schedules and challenges him to finish the sale. He learns well through training sessions, including role-playing. Which of Albert's learning styles is?A. A. Accomoder B. Diverger C. Converger D. Assimiator Bloom: Apply Difficulty: 3 Hard Learning Objectives: 02-05 Describes four learning styles and knows the desired learning style. Type: AS 58. (p. 44) Chris works as a nurse at Dayton Community Hospital. He took up the profession so that he enjoyed interacting with people and helping them. Chris spends a lot of time collecting information and comparing multiple options before making a decision. Chris learned a lot about nursing by looking at other nurses. Which of his learning styles is following?A. A. Accomoder B. Diverger C. Danger D. Assimiator Bloom: Apply Difficulty: 3 Hard Learning Objectives: 02-05 Describes four learning styles and knows the desired learning style. Type: SB 56. 2013 McGrow Hill Education. This is your own material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the Website. (p. 44) Dennis is an accountant and likes to deal with numbers and specific accounting processes. He always helps his colleagues solve problems. But he avoids personal interaction with them. Dennis enjoyed college, but believes that when he get a job, he really learns about accounting. Which of the following is Dennis's learning style?A. A. Accomoder B. Diverger C. Danger D. Assimiator Bloom: Apply Difficulty: 3 Hard Learning Objectives: 02-05 Describes four learning styles and knows the desired learning style. Type: AS 60. (p. 44) Debra is a marketing researcher at Dale Manufacturers. She enjoys collecting data and compiling information. Debra always follows scientific procedures when conducting research. Surveys are helpful, but we believe that seeing people choosing products in stores provides more valuable information. Which of the following is Debra's learning style?A. Achommodore B. Diverger C. Converber D. Bloom: Apply Difficulty: 3 Hard Learning Objectives: 02-05 Explain 4 learning styles and know your preferred learning style. Type: AS 57.2013 McGauhll Education. This is your own material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the website in whole or in part. (p. 44) The antifier is different from the diver of its antifier: A. prefers to learn by doing and feeling. B. We tend to learn mainly from practical experience. C. Prefer to deal with technical tasks and problems. D. tends to learn by observation and thought. Bloom: Understanding difficulty: 1 Simple learning objective: 02-05 Explain four learning styles and know which is your preferred learning style. 62. (p. 45) Alvin tells his parents, We don't see things the same way because you're old and I'm young. What recognition bias does Alvin have?A. Projection B. Frame of Reference C. Expectations D. Selective Exposure Bloom: Application Difficulty: 2 Moderate Learning Objectives: 02-06 Describes six biases that affect perception. Type: AS 58.2013 McGrouhll Education. This is your own material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the Website. (p. 45) ___ refers to a person's interpretation of reality. A. Emotional Intelligence B. Attitudes C. Emotions D. Emotions Bloom: Remember difficulty levels: 1 Simple learning objective: 02-06 Describes six biases that affect perception. (p. 45) ___ is the process of generalizing the behavior of all members of a group. A. Rationalization B.C. Stereotyping D. Peripheral Bloom: Remember Difficulty: 1 Simple Learning Objective: 02-06 Explain the six biases that affect perception. 65. (p. 45) Which of the following terms refers to the tendency to look at things from a narrow focus that directly affects us? 2013 McGrow Hill Education. This is your own material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted in whole or in part on the Web site. Difficulty: 2 Medium Learning Objectives: 02-06 Describes six biases that affect perception.66. (p. 46) Terry always accuses Ted and Betty of being careless with their work when they actually make more accounting mistakes than they have. What recognition bias does Terry have?A. Projection B. Frame of Reference C. Expectations D. Selective Exposure Bloom: Applicable Difficulty: 2 Moderate Learning Objectives: 02-06 Explain 6Influence perception. Type: AS 67. (p. 46) Ashley is often careless when her boss is talking to her. I often don't listen to my boss because I can predict what he's saying, she said. What recognition biases does this statement reflect?A. Projection B. Frame of Reference C. Expectations D. Selective Exposure Bloom: Application Difficulty: 2 Moderate Learning Objectives: 02-06 Describes six biases that affect perception. Type: AS 60.2013 McGauhll Education. This is your own material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the Website. (p. 46) Which of the following defense mechanisms are caused by attitudes and shortcomings toward others?A. Projection B. Introconceive C. Perceived Compulsation D. Sar regency bloom: Learning difficulty: 1 Simple learning objective: 02-06 Describes six biases that affect perception. (p. 47) ___ refers to the degree to which people see things the same way. A. Projection B. Selective Exposure C. Perceptual Joint D. Frame of Reference Bloom: Remember Difficulty: 2 Moderate Learning Objectives: 02-06 Describes six biases that affect perception.70. (p. 47) ___ is the time we have to make a good impression. A. Remember threshold period B. 4 minute barrier C. Reference D. 6 minutes sales bloom: 61. 2013 McGrow Hill Education. This is your own material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced,

transferred, distributed, or posted in whole or in part on the Web site. Difficulty: 1 Simple learning objective: 02-07 Explain the importance of first impressions and how to project a positive image. 71. (p. 47) ___ refers to how people recognize each other during first impressions. A. Transition Effect B. Primacy Effect C. Impression Management D. Selective Exposure Bloom: Remember Difficulty: 1 Simple Learning Objective: 02-07 Learn the importance of first impressions and how to project a positive image. 72. (p. 47) ___ is the average period during which people are willing to continue contact or be separate during social situations. A. Barrier B for 1 minute. Perceptual period C.4 minutes sales D. Transition period Bloom: Remember difficulty: 1 Simple learning purpose: 02-07 Explain the importance of first impressions and how to project a positive image. 62. By 2013 McGauhill Education. This is proprietary material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the Website. (p. 47-48) Laura MeetsHe is the owner of a famous advertising agency in Los Angeles and has held social gatherings. Laura wants to make a good first impression so she can intern at Cindy's company. If true, which one will help Laura make a favorable first impression? A. During the first four minutes of their conversation, Laura brings up a controversial topic and expresses her opinion on the issue. B. Laura maintains eye contact while introducing herself to Cindy. C. Before leaving the meeting, Laura asks Cindy for contact details so she can keep in touch. D. Laura spends a long time talking to Cindy. Bloom: Apply difficulty: 2 medium learning objectives: 02-07 Explain the importance of first impressions and how to project a positive image. Type: SB Short Answer Question 74. (p. 31-34) Describes the Personality Profile of the Big Five. Students have different answers. Im may find additional sample answers. Bloom: Apply Difficulty: 2 Medium Learning Objectives: 02-01 Explain the dimensions of the Big Five Personality. Type: Working Application 63.2013 McGrow Hill Education. This is your own material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the Website. (p. 33- 35) Select a current or past manager and explain how your personality profile has affected your behavior, relationships, and performance in your department. Students have different answers. Im may find additional sample answers. Bloom: Analytical Difficulty: 2 Medium Learning Objectives: 02-02 Explain the benefits of understanding and identifying personality profiles. Type: Working Application 76. (p. 37-38) What was your stress personality type score and letter? Will you change? Im may find additional sample answers. Bloom: Apply Difficulty: 3 Hard Learning Objectives: 02-04 List the causes of stress. Learn how to control stress more effectively. Type: Working Application 77. (p. 37- 40) According to the control stress plan, (1) identify the main stostas, (2) identify their causes and consequences, and (3) plan to eliminate or reduce stress. Identify each step of the answer. Students have different answers. Im may find additional sample answers. Bloom: Analysis Difficulty: 3 Hard 64. 2013 McGrow Hill Education. This is your own material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on or in whole or in part of the Website. Learn how to control stress more effectively. Type: Work Application(p. 37-41) Which of the five ways to relieve or reduce stress does the best? Which requires the most improvement and why? If anything, what do you do to improve in that area? Im may find additional sample answers. Bloom: Analysis Difficulty: 3 Hard Learning Objectives: 02-04 List the causes of stress. Learn how to control stress more effectively. Type: Working Application 79. (p. 42-44) What is your preferred learning style? Can you change your learning style? Im may find additional sample answers. Bloom: Analytical Difficulty: 3 Hard Learning Objectives: 02-05 Explain 4 learning styles and know your preferred learning style. Type: Working Application 65.2013 McGrouhill Education. This is your own material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the Website. (p. 42-44) Think about the person you enjoy or the person you enjoy the most. Identify the person's learning style. Is it the same as yours, what do you enjoy about that person? Im may find additional sample answers. Bloom: Analytical Difficulty: 3 Hard Learning Objectives: 02-05 Explain 4 learning styles and know your preferred learning style. Type: Working Application 81. (p. 42-44) Think of people you don't like or don't like. Identify the person's learning style. Is it the same as yours? Students have different answers. Im may find additional sample answers. Bloom: Analytical Difficulty: 3 Hard Learning Objectives: 02-05 Explain 4 learning styles and know your preferred learning style. Type: Working Application 82. (p. 45-46) Give an example when you and others have experienced the same situation but have recognized it differently. Which of the six biases that affect perception is responsible for the difference in perception? Students have different answers. Im may find additional sample answers. Bloom: Analytical Difficulty: 3 Hard 66. 2013 McGrow Hill Education. This is your own material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on or in whole or in part of the Website. Type: Working Application 83. (p. 47-49) Give an example of a situation when others have formed a positive negative first impression. causes (appearance, non-linguistic communication, andOf those impressions?the student's answer is different. Im may find additional sample answers. Bloom: Apply difficulty: 2 medium learning objectives: 02-07 Explain the importance of first impressions and how to project a positive image. Type: Working Application 84. (p. 47-49) Which field projects a positive image (appearance, non-linguistic communication, behavior)? Please explain the answer. What will you do to project a more positive image in the future? Im may find additional sample answers. Bloom: Apply difficulty: 2 medium learning objectives: 02-07 Explain the importance of first impressions and how to project a positive image. Type: Working Application 67.2013 McGrow Hill Education. This is your own material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the Website. (p. 34-35) Do personality traits shown by others tend to inspire you? Im may find additional sample answers. Bloom: Analytical Difficulty: 2 Medium Learning Objectives: 02-02 Explain the benefits of understanding and identifying personality profiles. Type: Communication Skill 86. (p. 31-36) Do you think the Big Five model of personality or the Myers-Briggs type indicator is a more effective measure of personality? Im may find additional sample answers. Bloom: Analytical Difficulty: 2 Medium Learning Objectives: 02-02 Explain the benefits of understanding and identifying personality profiles. Type: Communication Skill 87. (p. 37-40) Which stress do you think is the main cause of employee stress in your organization? What can organizations do to relieve or reduce employee stress? Students have different answers. Im may find additional sample answers. Bloom: Analysis Difficulty: 2 Medium Learning Objectives: 02-04 List the causes of stress. Learn how to control stress more effectively. 68. By 2013 McGauHill Education. This is proprietary material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted to the entire Website or in part. (p. 41) Do you agree that intelligence (general mental ability) is the most effective predictor of job performance? Im may find additional sample answers. Bloom: Analysis Difficulty: 3 Hard Learning Objectives: 02-04Causes of stress; Type: Communication Skill 89. (p. 45-47) How do you know if your perception or perception of others is the right interpretation of reality? Im may find additional sample answers. Bloom: Analytical Difficulty: 3 Hard Learning Objectives: 02-06 Describes six biases that affect perception. Type: Communication Skills 90. (p. 47-49) Is it ethical to judge and stereotype people based on seconds or minutes during first impressions? Im may find additional sample answers. Bloom: Analyzes 69. 2013 McGrow Hill Education. This is your own material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted in whole or in part on the Web site. Difficulty: 3 Hard Learning Objectives: 02-07 Learn the importance of first impressions and how to project a positive image. Type: Communication Skills Essay Question 91. (p. 31-33) Describes the Big Five Personality Dimension. The Big Five models of personality classify traits into dimensions of surprise, comfort, coordination, conscience, and openness to experience. The dimensions of sergency personality include leadership and externality traits. Unlike surprising behaviors to get ahead of others, the dimension of a comfortable personality includes traits associated with getting along with people. The adjusted personality dimension includes traits related to emotional stability. Dimensions of conscientiousness include traits associated with achievement. The openness to experience the dimension of personality includes traits associated with changing new things and trying them out. Bloom: Remember the difficulty: 1 simple learning objective: 02-01 Explain the dimensions of the Big Five Personality. 70. By 2013 McGauHill Education. This is proprietary material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the website in whole or in part. (p. 34-35) How can I use personality profiling to improve my relationships with others? People are different and should be treated as individuals. Adjusting behavior based on the personality type of the other person is useful to improve relationships. First, you need to understand the type of personality and determine the personality profile of the individual. Then choose the behavior you want to use according to the personality type of the other person. Bloom: Remember difficulty: 1 Simple learning objective: 02-02 Explain the benefits of understanding and identifying personality profiles. (p. 35) Explain how you can deal with extraverted or intive people. First, you need to understand the type of personality and determine the personality profile of the individual. Next, choose the behavior you want to use for the type of personality of the other person. Here's how to deal with extraverts and introverts. Extraverted people: They like to talk, so they are chatty while showing interest in them and talking about what they are interested in. If you're not really chatty, ask them a question to get them talking. Intly: Take it slow. Take it easy and don't put pressure on it, but ask and draw questions that are easy to answer. Ask for ideas and opinions. Don't worry about a moment of silence. Intverts often like to think before they respond. Bloom: Remember difficulty: 1 Simple learning objective: 02-02 Explain the benefits of understanding and identifying personality profiles. 71. By 2013 McGau Hill Education. This is proprietary material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the website in whole or in part. (p. 38-39) List the causes of stress and explain how to effectively take up stress control. Causes of stress include personality type, organizational climate, management behavior, and job satisfaction. Stress can be better controlled by following a three-step plan. The control stress plan includes step 1 to identify the strynator. Step 2, determine its cause and consequences. And step 3, a plan to eliminate or reduce stress. The five recommended ways to relieve or reduce stress are exercise, nutrition, relaxation, positive thinking, and support systems. Bloom: Remember the difficulty: 1 simple learning objective: 02-04 List the causes of stress. Learn how to control stress more effectively. 95. (p. 44) Describe the four learning styles. The four recommended learning styles are achotors, diverters, convergillas, and antiifers. A commodores prefer to learn by doing and feeling. Divers prefer learning by observation and emotion. Converse prefers to learn by doing and thinking. The person of the same person prefers to learn by observation and thinking. Bloom: Remember Difficulty: 1 Simple Learning Objective: 02-05 Explain 4 learning styles and know your preferred learning style. 72. By 2013 McGauHill Education. This is proprietary material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the website in whole or in part. (p. 45-46) Describe six biases that affect perception. 1. Stereotypes - the process of generalizing the behavior of all members of a group. 2. Frame of reference - refers to .We tend to look at things from a narrow focus that directly affects us. 3. Expectations - We recognize, select, organize and interpret information as expected. 4. Selective exposure - tends to see and hear what we want. 5. Projection - Use defense mechanisms to justify our actions. 6. Interest - What we are interested in affects our perception. Bloom: Remember Difficulty: 1 Simple Learning Objective: 02-06 Describes six biases that affect perception. 97. (p. 47) Explain the primarity effect and the 4-minute barrier. When you meet people, you get a quick impression. Social psychologists call this process an advantage effect. The advantage effect is how people perceive each other during first impressions. It is the lasting effect of first impressions. These first impressions are important because they establish a mental framework in which people are commensurate with each other. The four-minute barrier is a time when we have to make a good impression. It's also called a four-minute sale because it's an average time trying to keep in touch or break up during social situations. But in business and social situations, time can be less. Bloom: Remember the difficulty: 1 easy 73. 2013 McGrow Hill Education. This is your own material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on or in whole or in part of the Website. 98. (p. 47-48) Explain the importance of first impressions and how to project a positive image. The first impression is that people establish a mental framework that is commensurate with each other. Within a short period of four minutes, relationships are established, rejected, or reconfirmed. If first impressions are favorable, we tend to be kind to that person and keep in touch with them. Otherwise, we will close the contact. To project a positive first impression, you need to present a neat look, send positive nonver linguistic communication, and behave appropriately on the spot. Bloom: Remember difficulty: 1 Simple learning objective: 02-07 Explain the importance of first impressions and how to project a positive image. Fill in blank question 99. (p. 30) ___ is a relatively stable set of traits that help explain and predict individual behavior. Personality Bloom: Remember the difficulty: 1 simple learning objective: 02-01 Explain the dimensions of the Big Five Personality. 74. By 2013 McGau Hill Education. This is proprietary material for the use of certified instructors only. No method of sale or distribution is allowed. This document cannot be copied, scanned, reproduced, transferred, distributed, or posted throughout the Web site.100. (p. 31) People with control a(n) ___ locus believe they have little control over their performance. External Bloom: Remember the difficulty: 1 Simple learning objective: 02-01 Explain the personality dimensions of the Big Five. 101. (p. 33) ___ Personality dimensions include leadership and extrasotive traits. Sargency Bloom: Remember Difficulty: 1 Easy Learning Objective: 02-01 Explain the personality dimensions of the Big Five. 102. (p. 34) ___ Identify individual strong and weak features. Personality Profile Bloom: Remember Difficulty: 1 Simple Learning Objective: 02-02 Explain the benefits of understanding and identifying personality profiles. 103. (p. 39) ___ A constant lack of interest and motivation to carry out work due to stress. Burnout Bloom: Remember Difficulty: 1 Easy Learning Objective: 02-04 List the causes of stress. Learn how to control stress more effectively. 75. By 2013 McGauhill Education. This is proprietary material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the Website. (p. 46) Andrew stealing money from his father's wallet says, All children lie to their parents. Projection Bloom: Apply Difficulty: 2 Medium Learning Objectives: 02-06 Describes six biases that affect perception. 105. (p. 47) ___ refers to the degree to which people see things the same way. Perceptual Combined Bloom: Learning Difficulty: 1 Simple Learning Objective: 02-06 Describes six biases that affect perception. 106. (p. 47) ___ is how people recognize each other during their first impressions. Primacy Effect Bloom: Remember Difficulty: 1 Easy Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image. 107. (p. 47) ___ is the time we have to make a good impression. 4-Minute Barrier Bloom: Remember Difficulty: 1 Easy Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image. 76. By 2013 McGauHill Education. This is proprietary material for the use of certified instructors only. No method of sale or distribution is allowed. This document may not be copied, scanned, reproduced, transferred, distributed, or posted on the Website. (p. 48) Our ___ is other people's attitude towards us. Image Bloom: Remember Difficulty: 1 Simple Learning Objective: 02-07 Explain the importance of first impressions and how to project a positive image. 109. (p. 48) After a person notices our appearance and non-linguistic expression, he or she observes our ___ Action Bloom: Learning Difficulty: 1 Simple Learning Objective: 02-07 Explain the importance and methods of first impressionsProject a positive image. Organizational Applications and Skills Building Relationships 9th Edition Lucie Test Bank Full Download: - Download all chapters for this sample only: alibabadownload.com alibabadownload.com

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