Interpersonal Skills in Organizations 7th edition Janasz Test Bank

SKU: 9781260681338-TEST-BANK

Interpersonal Skills in Organizations 7th Edition by Janasz CH01

ANSWERS ARE LOCATED IN THE SECOND PART OF THIS DOCUMENT

TRUE/FALSE - Write 'T' if the statement is true and 'F' if the statement is false.

1) Self-awareness involves a capacity to monitor and control biases that potentially affect your decision making.

1) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

2) Collectivists define themselves independent of group affiliation.

2) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

3) Managers who have low self-awareness are superior performers.

3) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

Interpersonal Skills in Organizations 7th edition Janasz Test Bank

4) Typically, Westerners are collectivists, and people from Asian countries are individualists.

4) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

5) Patterns of behavior develop through reactions to events and actions over a period of time.

5) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

6) Personality traits of an individual are highly unstable; they change frequently depending on the situation.

6) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

7) If a person is cold and uncaring in one situation, he or she is likely to behave similarly in other situations.

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7) _____

◎ true
◎ false

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

8) Individuals who score high on conscientiousness are more likely to be viewed as uncaring and disrespectful.

8) _____

◎ true
◎ false

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

9) High self-monitors are least interested in what others think of them.

9) _____

◎ true
◎ false

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

10) Low self-monitors usually hide their true selves to conform to a situation.

10) _____

◎ true
◎ false

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Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

11) Our attitudes are easier to influence and change than our behaviors or values.

11) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

12) At work, the best managers are those who augment their own perspectives with the views of others.

12) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

13) Selective perception facilitates communication with others.

13) _____

- ◎ true
- ◎ false

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Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

14) Stereotyping involves attributing one's own attitudes, characteristics, or shortcomings to others.

14) _____

◎ true
◎ false

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

15) Projecting our beliefs onto others allows them to provide us with a unique and fresh perspective.

15) _____

◎ true
◎ false

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

16) Self-serving bias causes us to overestimate external factors for successes and blame internal factors for failures.

16) _____

◎ true
◎ false

Interpersonal Skills in Organizations 7th edition Janasz Test Bank

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

17) Fundamental attribution error involves underestimating the influence of internal factors when evaluating the behavior of others.

17) _____

◎ true
◎ false

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

18) The social mirror is based on our memory of how others have reacted toward us or treated us.

18) _____

◎ true
◎ false

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

19) The social mirror is designed to help you learn about yourself. Hence it is important to accept everything that others say to you as reality.

19) _____

◎ true
◎ false

Interpersonal Skills in Organizations 7th edition Janasz Test Bank

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

20) Self-awareness can be increased by acquiring multiple experiences in diverse situations and with diverse others.

20) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

21) Self-awareness involves a capacity to monitor and control biases that potentially affect your decision making.

21) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

22) Collectivists define themselves independent of group affiliation.

22) _____

- ◎ true
- ◎ false

Interpersonal Skills in Organizations 7th edition Janasz Test Bank

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
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23) Managers who have low self-awareness are superior performers.

23) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

24) Typically, Westerners are collectivists, and people from Asian countries are individualists.

24) _____

- ◎ true
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Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
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25) Patterns of behavior develop through reactions to events and actions over a period of time.

25) _____

- ◎ true
- ◎ false

Interpersonal Skills in Organizations 7th edition Janasz Test Bank

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

26) Personality traits of an individual are highly unstable; they change frequently depending on the situation.

26) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
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27) If a person is cold and uncaring in one situation, he or she is likely to behave similarly in other situations.

27) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Keyboard Navigation
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Difficulty : 1 Easy
Gradable : automatic

28) Individuals who score high on conscientiousness are more likely to be viewed as uncaring and disrespectful.

28) _____

- ◎ true
- ◎ false

Interpersonal Skills in Organizations 7th edition Janasz Test Bank

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

29) High self-monitors are least interested in what others think of them.

29) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

30) Low self-monitors usually hide their true selves to conform to a situation.

30) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

31) Our attitudes are easier to influence and change than our behaviors or values.

31) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Keyboard Navigation
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Difficulty : 1 Easy
Gradable : automatic

Interpersonal Skills in Organizations 7th edition Janasz Test Bank

32) At work, the best managers are those who augment their own perspectives with the views of others.

32) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

33) Selective perception facilitates communication with others.

33) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

34) Stereotyping involves attributing one's own attitudes, characteristics, or shortcomings to others.

34) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

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35) Projecting our beliefs onto others allows them to provide us with a unique and fresh perspective.

35) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

36) Self-serving bias causes us to overestimate external factors for successes and blame internal factors for failures.

36) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

37) Fundamental attribution error involves underestimating the influence of internal factors when evaluating the behavior of others.

37) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

38) The social mirror is based on our memory of how others have reacted toward us or treated us.

Interpersonal Skills in Organizations 7th edition Janasz Test Bank

38) _____

◎ true
◎ false

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

39) The social mirror is designed to help you learn about yourself. Hence it is important to accept everything that others say to you as reality.

39) _____

◎ true
◎ false

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

40) Self-awareness can be increased by acquiring multiple experiences in diverse situations and with diverse others.

40) _____

◎ true
◎ false

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

MULTIPLE CHOICE - Choose the one alternative that best completes the statement or answers the question.

41) _____ is best described as the capacity for introspection and the ability to reconcile oneself as an individual separate from the environment and other individuals.

Interpersonal Skills in Organizations 7th edition Janasz Test Bank

41) _____

A) Self-actualization
B) Self-awareness
C) Self-disclosure
D) Self-isolation

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

42) _____ involves a person stepping back and objectively observing what influences his or her thoughts, feelings, behaviors, attitudes, and interactions.

42) _____

A) Self-actualization
B) Self-analysis
C) Projection
D) Selective perception

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

43) _____ describes the relatively stable set of characteristics, tendencies, and temperaments of an individual that have been formed by heredity and by social, cultural, and environmental factors.

43) _____

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A) Attitude
B) Personality
C) Efficacy
D) Virtue

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

44) Becoming self-aware by understanding your modes of thinking primarily involves being aware of how you

44) _____

A) express your reaction to unexpected things that happen.
B) respond to people, stimuli, and events.
C) become aware of your core drivers and hence understand the roots of your behavior.
D) take in and make sense of information that helps you make judgments.

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

45) Nancy is aware that her morale is down when she is working in a large group. This is mainly because she is not confident sharing her opinions with others or opposing their ideas. She realizes that to be able to perform better she needs to tactfully communicate with her team members. Which of the following components of behavior is Nancy primarily aware of in this situation?

45) _____

Interpersonal Skills in Organizations 7th edition Janasz Test Bank

A) motivation
B) modes of interacting
C) modes of thinking
D) cognition

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 3 Hard
Gradable : automatic

46) Which of the following is a primary component of the Big Five personality model?

46) _____

A) uncertainty avoidance
B) locus of control
C) intelligence quotient
D) emotional stability

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

47) In the Big Five personality model, _____ assesses the degree to which you are social or antisocial, outgoing or shy, assertive or passive, active or inactive, and talkative or quiet.

47) _____

Interpersonal Skills in Organizations 7th edition Janasz Test Bank

A) empathy
B) collectivism
C) extroversion
D) conscientiousness

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

48) Jacob and Gareth are new employees in an information technology (IT) firm. Gareth is outgoing and likes to assert his authority over others. Jacob is shy and hardly socializes with his peers. Both Gareth and Jacob are punctual and hardworking. In the context of the Big Five personality traits, which of the following statements is true about this scenario?

48) _____

A) Gareth is emotionally stable.
B) Jacob is an introvert.
C) Gareth ranks high on agreeableness.
D) Jacob ranks high on conscientiousness.

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 3 Hard
Gradable : automatic

49) In the context of the Big Five personality traits, _____ represents the degree to which an individual is dependable, can be counted on, follows through on commitments, and keeps promises.

49) _____

Interpersonal Skills in Organizations 7th edition Janasz Test Bank

A) conscientiousness
B) extroversion
C) introversion
D) altruism

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

50) Shenaz remains calm with her customers who are intolerant and rude toward her. She always has a positive attitude and is able to quickly find solutions to her customers' issues. In the context of the Big Five personality traits, which of the following statements is most likely true about Shenaz?

50) _____

A) Shenaz ranks low on conscientiousness.
B) Shenaz is an extrovert.
C) Shenaz has a high level of intelligence quotient.
D) Shenaz is emotionally stable.

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 3 Hard
Gradable : automatic

51) Rosa's coworkers have often complained that it is difficult to work with her. This is mainly because Rosa is highly rigid in nature and intolerant toward others' opinions and ideas. In the context of the Big Five personality model, which of the following does Rosa best illustrate?

51) _____

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A) high openness
B) high conscientiousness
C) low agreeableness
D) low uncertainty avoidance

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 3 Hard
Gradable : automatic

52) A person's low score on the _____ component of the Big Five personality model is closely associated with the fact that he or she is insecure, anxious, and short-tempered.
52) _____

A) openness
B) intelligence quotient
C) emotional stability
D) extroversion

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

53) Jacob, an employee at a consumer electronics company, is highly enthusiastic about learning new skills, meeting new people, and approaching work-related tasks in a novel way. In the context of the Big Five personality model, which of the following does Jacob best illustrate?
53) _____

Interpersonal Skills in Organizations 7th edition Janasz Test Bank

A) low agreeableness
B) low conscientiousness
C) high openness to experience
D) high uncertainty avoidance

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 3 Hard
Gradable : automatic

54) Justin's enthusiasm toward challenging projects has earned him a good reputation among his seniors at work. His coworkers agree that he is highly dependable, organized, and focused about work. In the context of the Big Five personality model, which of the following does this scenario best illustrate?

54) _____

A) low agreeableness
B) low collectivism
C) high conscientiousness
D) high uncertainty avoidance

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 3 Hard
Gradable : automatic

55) The tendency to adjust our behavior relative to the changing demands of social or environmental situations is known as

55) _____

Interpersonal Skills in Organizations 7th edition Janasz Test Bank

A) social regulation.
B) self-actualization.
C) self-monitoring.
D) social realization.

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

56) Sophie is highly concerned about what others think of her. She is extremely careful about freely expressing her feelings and opinions in public. She tactfully adapts her responses and interactions to suit the situation and the audience. On the basis of the given information, we can conclude that Sophie would score

56) _____

A) low on openness to experience.
B) high on uncertainty avoidance.
C) high on self-monitoring.
D) low on agreeableness.

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 3 Hard
Gradable : automatic

57) Which of the following statements is true of low self-monitors?

57) _____

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A) They are very sensitive to external cues.
B) They often hide their true selves to conform to a situation.
C) They are not at all interested in what others think.
D) They constantly adapt to meet a set of expectations.

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 2 Medium
Gradable : automatic

58) _____ are best described as "settled ways of thinking about someone or something, typically reflected in a person's behavior."

58) _____

A) Morals
B) Ethics
C) Attitudes
D) Rituals

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

59) Which of the following statements is true about attitudes?

59) _____

A) Attitudes can vary from situation to situation.
B) Attitudes are the most stable facets of our personality.
C) Attitudes are more difficult to influence than our behaviors or values.
D) Attitudes in people are independent of their family background.

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Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 2 Medium
Gradable : automatic

60) _____ means making assumptions about an individual or a group based on generalized judgments rather than based on facts.

60) _____

A) Projecting
B) Hacking
C) Stereotyping
D) Bootstrapping

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

61) Mark's boss has shortlisted three employees—Jack, Justin, and Grace—who are eligible for a promotion. It is Mark's duty to promote any two employees from the chosen three. Mark decides not to promote Grace because he believes that women are not achievement-oriented and that they cannot completely focus on their work. Making such generalized assumptions that influence an individual's perceptions is known as

61) _____

A) selective perception.
B) whistleblowing.
C) stereotyping.
D) projection.

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Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 3 Hard
Gradable : automatic

62) Josephine works as a software engineer at a large information technology company. She is working on a project that has to be completed within the next 24 hours. When her manager sends her a mail about her next project, which is to be taken up once the current project is completed, she ignores it before even reading the details specified in it. This scenario best exemplifies

62) _____

A) fundamental attribution error.
B) self-monitoring.
C) selective perception.
D) self-serving bias.

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 3 Hard
Gradable : automatic

63) _____ is best described as attributing one's own attitudes, characteristics, or shortcomings to others.

63) _____

A) Self-description
B) Projection
C) Selective perception
D) Individualization

Interpersonal Skills in Organizations 7th edition Janasz Test Bank

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

64) Derek always arrives late for meetings and conferences. He believes that everyone else will also take time to arrive. In this scenario, Derek's perception is primarily influenced by

64) _____

A) fundamental attribution error.
B) projection.
C) selective perception.
D) self-serving bias.

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 3 Hard
Gradable : automatic

65) _____ is referred to as forming an opinion about how we would like an event to unfold, a situation to develop, or a person to act, think, or feel.

65) _____

A) Stereotyping
B) Expectation
C) Projection
D) Ethnocentrism

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

Interpersonal Skills in Organizations 7th edition Janasz Test Bank

66) Judy, a college graduate, is looking for a job. Previously, she never paid attention to any job advertisements. Now, however, she keeps an eye out for job advertisements in newspapers, outside offices, and on the Internet. This is a result of a common perception filter known as

66) _____

A) projection.
B) stereotyping.
C) interest.
D) expectation.

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 3 Hard
Gradable : automatic

67) The _____ demonstrates that individuals tend to decide that a behavior is caused by a particular characteristic or event.

67) _____

A) expectancy theory
B) equity theory
C) two-factor theory
D) attribution theory

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

Interpersonal Skills in Organizations 7th edition Janasz Test Bank

68) Richard runs a supermarket chain. All his stores have been experiencing declining sales for the past one year. Richard blames this depletion in sales on the increasing competition in the market. Which of the following theories best explains Richard's behavior in this scenario?

68) _____

A) attribution theory
B) two-factor theory
C) equity theory
D) expectancy theory

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 3 Hard
Gradable : automatic

69) Javier's friend incurred a huge loss because he invested in a stock that later crashed in the stock market. Javier believes that the loss was because of the poor decisions made by his friend rather than the external events affecting the performance of the stock. This is an example of

69) _____

A) the bandwagon effect.
B) a fundamental attribution error.
C) self-serving bias.
D) the recency effect.

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 3 Hard
Gradable : automatic

70) Whenever Ray gets good grades, he attributes his good performance to his skills and determination. When he performs poorly, he blames it on his friends and peers. In this case, Ray's behavior best illustrates

Interpersonal Skills in Organizations 7th edition Janasz Test Bank

70) _____

A) the bandwagon effect.
B) fundamental attribution error.
C) self-serving bias.
D) the decoy effect.

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 3 Hard
Gradable : automatic

71) Stephen Covey refers to the concept of gaining self-awareness through understanding how others view us and how we are shaped by others' opinions of us as the

71) _____

A) glass ceiling.
B) social mirror.
C) learning curve.
D) catch-22 situation.

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

72) _____ is best described as the act of sharing your thoughts, feelings, and ideas with others without self-deception and without distortion.

72) _____

Interpersonal Skills in Organizations 7th edition Janasz Test Bank

A) Self-disclosure
B) Groupthink
C) Self-realization
D) Stereotyping

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

73) Which of the following is *not* an effective way of increasing self-awareness?

73) _____

A) keeping your thoughts and feelings to yourself without sharing it with others
B) working in a country other than your home country
C) reading books on subjects that are beyond your career field
D) discussing your failures with your friends

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 2 Medium
Gradable : automatic

74) _____ is best described as the capacity for introspection and the ability to reconcile oneself as an individual separate from the environment and other individuals.

74) _____

A) Self-actualization
B) Self-awareness
C) Self-disclosure
D) Self-isolation

Interpersonal Skills in Organizations 7th edition Janasz Test Bank

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

75) _____ involves a person stepping back and objectively observing what influences his or her thoughts, feelings, behaviors, attitudes, and interactions.

75) _____

A) Self-actualization
B) Self-analysis
C) Projection
D) Selective perception

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
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76) _____ describes the relatively stable set of characteristics, tendencies, and temperaments of an individual that have been formed by heredity and by social, cultural, and environmental factors.

76) _____

A) Attitude
B) Personality
C) Efficacy
D) Virtue

Interpersonal Skills in Organizations 7th edition Janasz Test Bank

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

77) Becoming self-aware by understanding your modes of thinking primarily involves being aware of how you

77) _____

A) express your reaction to unexpected things that happen.
B) respond to people, stimuli, and events.
C) become aware of your core drivers and hence understand the roots of your behavior.
D) take in and make sense of information that helps you make judgments.

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

78) Nancy is aware that her morale is down when she is working in a large group. This is mainly because she is not confident sharing her opinions with others or opposing their ideas. She realizes that to be able to perform better she needs to tactfully communicate with her team members. Which of the following components of behavior is Nancy primarily aware of in this situation?

78) _____

A) motivation
B) modes of interacting
C) modes of thinking
D) cognition

Interpersonal Skills in Organizations 7th edition Janasz Test Bank

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 3 Hard
Gradable : automatic

79) Which of the following is a primary component of the Big Five personality model?

79) _____

A) uncertainty avoidance
B) locus of control
C) intelligence quotient
D) emotional stability

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

80) In the Big Five personality model, _____ assesses the degree to which you are social or antisocial, outgoing or shy, assertive or passive, active or inactive, and talkative or quiet.

80) _____

A) empathy
B) collectivism
C) extroversion
D) conscientiousness

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

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81) Jacob and Gareth are new employees in an information technology (IT) firm. Gareth is outgoing and likes to assert his authority over others. Jacob is shy and hardly socializes with his peers. Both Gareth and Jacob are punctual and hardworking. In the context of the Big Five personality traits, which of the following statements is true about this scenario?

81) _____

A) Gareth is emotionally stable.
B) Jacob is an introvert.
C) Gareth ranks high on agreeableness.
D) Jacob ranks high on conscientiousness.

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 3 Hard
Gradable : automatic

82) In the context of the Big Five personality traits, _____ represents the degree to which an individual is dependable, can be counted on, follows through on commitments, and keeps promises.

82) _____

A) conscientiousness
B) extroversion
C) introversion
D) altruism

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

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83) Shenaz remains calm with her customers who are intolerant and rude toward her. She always has a positive attitude and is able to quickly find solutions to her customers' issues. In the context of the Big Five personality traits, which of the following statements is most likely true about Shenaz?

83) _____

A) Shenaz ranks low on conscientiousness.
B) Shenaz is an extrovert.
C) Shenaz has a high level of intelligence quotient.
D) Shenaz is emotionally stable.

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 3 Hard
Gradable : automatic

84) Rosa's coworkers have often complained that it is difficult to work with her. This is mainly because Rosa is highly rigid in nature and intolerant toward others' opinions and ideas. In the context of the Big Five personality model, which of the following does Rosa best illustrate?

84) _____

A) high openness
B) high conscientiousness
C) low agreeableness
D) low uncertainty avoidance

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 3 Hard
Gradable : automatic

85) A person's low score on the _____ component of the Big Five personality model is closely associated with the fact that he or she is insecure, anxious, and short-tempered.

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85) _____

A) openness
B) intelligence quotient
C) emotional stability
D) extroversion

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

86) Jacob, an employee at a consumer electronics company, is highly enthusiastic about learning new skills, meeting new people, and approaching work-related tasks in a novel way. In the context of the Big Five personality model, which of the following does Jacob best illustrate?

86) _____

A) low agreeableness
B) low conscientiousness
C) high openness to experience
D) high uncertainty avoidance

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 3 Hard
Gradable : automatic

87) Justin's enthusiasm toward challenging projects has earned him a good reputation among his seniors at work. His coworkers agree that he is highly dependable, organized, and focused about work. In the context of the Big Five personality model, which of the following does this scenario best illustrate?

87) _____

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A) low agreeableness
B) low collectivism
C) high conscientiousness
D) high uncertainty avoidance

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 3 Hard
Gradable : automatic

88) The tendency to adjust our behavior relative to the changing demands of social or environmental situations is known as

88) _____

A) social regulation.
B) self-actualization.
C) self-monitoring.
D) social realization.

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

89) Sophie is highly concerned about what others think of her. She is extremely careful about freely expressing her feelings and opinions in public. She tactfully adapts her responses and interactions to suit the situation and the audience. On the basis of the given information, we can conclude that Sophie would score

89) _____

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A) low on openness to experience.
B) high on uncertainty avoidance.
C) high on self-monitoring.
D) low on agreeableness.

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 3 Hard
Gradable : automatic

90) Which of the following statements is true of low self-monitors?

90) _____

A) They are very sensitive to external cues.
B) They often hide their true selves to conform to a situation.
C) They are not at all interested in what others think.
D) They constantly adapt to meet a set of expectations.

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 2 Medium
Gradable : automatic

91) _____ are best described as "settled ways of thinking about someone or something, typically reflected in a person's behavior."

91) _____

A) Morals
B) Ethics
C) Attitudes
D) Rituals

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Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

92) Which of the following statements is true about attitudes?

92) _____

A) Attitudes can vary from situation to situation.
B) Attitudes are the most stable facets of our personality.
C) Attitudes are more difficult to influence than our behaviors or values.
D) Attitudes in people are independent of their family background.

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 2 Medium
Gradable : automatic

93) _____ means making assumptions about an individual or a group based on generalized judgments rather than based on facts.

93) _____

A) Projecting
B) Hacking
C) Stereotyping
D) Bootstrapping

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

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94) Mark's boss has shortlisted three employees—Jack, Justin, and Grace—who are eligible for a promotion. It is Mark's duty to promote any two employees from the chosen three. Mark decides not to promote Grace because he believes that women are not achievement-oriented and that they cannot completely focus on their work. Making such generalized assumptions that influence an individual's perceptions is known as

94) _____

A) selective perception.
B) whistleblowing.
C) stereotyping.
D) projection.

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 3 Hard
Gradable : automatic

95) Josephine works as a software engineer at a large information technology company. She is working on a project that has to be completed within the next 24 hours. When her manager sends her a mail about her next project, which is to be taken up once the current project is completed, she ignores it before even reading the details specified in it. This scenario best exemplifies

95) _____

A) fundamental attribution error.
B) self-monitoring.
C) selective perception.
D) self-serving bias.

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Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 3 Hard
Gradable : automatic

96) _____ is best described as attributing one's own attitudes, characteristics, or shortcomings to others.

96) _____

A) Self-description
B) Projection
C) Selective perception
D) Individualization

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

97) Derek always arrives late for meetings and conferences. He believes that everyone else will also take time to arrive. In this scenario, Derek's perception is primarily influenced by

97) _____

A) fundamental attribution error.
B) projection.
C) selective perception.
D) self-serving bias.

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 3 Hard
Gradable : automatic

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98) _____ is referred to as forming an opinion about how we would like an event to unfold, a situation to develop, or a person to act, think, or feel.

98) _____

A) Stereotyping
B) Expectation
C) Projection
D) Ethnocentrism

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

99) Judy, a college graduate, is looking for a job. Previously, she never paid attention to any job advertisements. Now, however, she keeps an eye out for job advertisements in newspapers, outside offices, and on the Internet. This is a result of a common perception filter known as

99) _____

A) projection.
B) stereotyping.
C) interest.
D) expectation.

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 3 Hard
Gradable : automatic

100) The _____ demonstrates that individuals tend to decide that a behavior is caused by a particular characteristic or event.

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100) _____

A) expectancy theory
B) equity theory
C) two-factor theory
D) attribution theory

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

101) Richard runs a supermarket chain. All his stores have been experiencing declining sales for the past one year. Richard blames this depletion in sales on the increasing competition in the market. Which of the following theories best explains Richard's behavior in this scenario?

101) _____

A) attribution theory
B) two-factor theory
C) equity theory
D) expectancy theory

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 3 Hard
Gradable : automatic

102) Javier's friend incurred a huge loss because he invested in a stock that later crashed in the stock market. Javier believes that the loss was because of the poor decisions made by his friend rather than the external events affecting the performance of the stock. This is an example of

102) _____

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A) the bandwagon effect.
B) a fundamental attribution error.
C) self-serving bias.
D) the recency effect.

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 3 Hard
Gradable : automatic

103) Whenever Ray gets good grades, he attributes his good performance to his skills and determination. When he performs poorly, he blames it on his friends and peers. In this case, Ray's behavior best illustrates

103) _____

A) the bandwagon effect.
B) fundamental attribution error.
C) self-serving bias.
D) the decoy effect.

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 3 Hard
Gradable : automatic

104) Stephen Covey refers to the concept of gaining self-awareness through understanding how others view us and how we are shaped by others' opinions of us as the

104) _____

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A) glass ceiling.
B) social mirror.
C) learning curve.
D) catch-22 situation.

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

105) _____ is best described as the act of sharing your thoughts, feelings, and ideas with others without self-deception and without distortion.

105) _____

A) Self-disclosure
B) Groupthink
C) Self-realization
D) Stereotyping

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 1 Easy
Gradable : automatic

106) Which of the following is *not* an effective way of increasing self-awareness?

106) _____

A) keeping your thoughts and feelings to yourself without sharing it with others
B) working in a country other than your home country
C) reading books on subjects that are beyond your career field
D) discussing your failures with your friends

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Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 2 Medium
Gradable : automatic

ESSAY. Write your answer in the space provided or on a separate sheet of paper.

107) List a few ways in which self-awareness can help a person.

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 2 Medium
Gradable : manual

108) Discuss the primary components of the Big Five model.

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 2 Medium
Gradable : manual

109) Define attitude. How does it affect our professional life?

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Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 2 Medium
Gradable : manual

110) Describe some of the most common filters that can influence our perceptions.

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 2 Medium
Gradable : manual

111) Write a short description of the attribution theory.

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 2 Medium
Gradable : manual

112) List a few ways in which self-awareness can help a person.

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Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 2 Medium
Gradable : manual

113) Discuss the primary components of the Big Five model.

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Difficulty : 2 Medium
Gradable : manual

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Accessibility : Screen Reader Compatible
Difficulty : 2 Medium
Gradable : manual

116) Write a short description of the attribution theory.

Question Details
Accessibility : Keyboard Navigation
Accessibility : Screen Reader Compatible
Difficulty : 2 Medium
Gradable : manual

Interpersonal Skills in Organizations 7th edition Janasz Test Bank

Interpersonal Skills in Organizations 7th Edition by Janasz CH01
Answer Key

Test name: CH01

1) TRUE
2) FALSE
3) FALSE
4) FALSE
5) TRUE
6) FALSE
7) TRUE
8) FALSE
9) FALSE
10) FALSE
11) TRUE
12) TRUE
13) FALSE
14) FALSE
15) FALSE
16) FALSE
17) FALSE
18) TRUE
19) FALSE
20) TRUE
21) TRUE
22) FALSE
23) FALSE
24) FALSE
25) TRUE

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26) FALSE
27) TRUE
28) FALSE
29) FALSE
30) FALSE
31) TRUE
32) TRUE
33) FALSE
34) FALSE
35) FALSE
36) FALSE
37) FALSE
38) TRUE
39) FALSE
40) TRUE
41) B
42) B
43) B
44) D
45) B
46) D
47) C
48) B
49) A
50) D
51) C
52) C
53) C
54) C
55) C

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56) C
57) C
58) C
59) A
60) C
61) C
62) C
63) B
64) B
65) B
66) C
67) D
68) A
69) B
70) C
71) B
72) A
73) A
74) B
75) B
76) B
77) D
78) B
79) D
80) C
81) B
82) A
83) D
84) C
85) C

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86) C
87) C
88) C
89) C
90) C
91) C
92) A
93) C
94) C
95) C
96) B
97) B
98) B
99) C
100) D
101) A
102) B
103) C
104) B
105) A
106) A

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107) Self-awareness can help a person in various ways.

- 1) It helps a person understand himself or herself in relation to others.
- 2) It helps a person develop and implement a sound self-improvement program.
- 3) It helps a person set meaningful life and career goals.
- 4) It helps a person develop relationships with others.
- 5) It helps a person understand the value of diversity.
- 6) It helps a person manage others effectively.
- 7) It helps a person increase his or her productivity.
- 8) It helps a person increase his or her ability to contribute to organizations, peers, employers, community, and family.

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108) The Big Five model is a powerful assessment that organizes numerous concepts into a "short list" of just five factors that are representative of the characteristics that can be linked with satisfaction and success. The Big Five model has five primary components: extroversion, agreeableness, emotional stability, conscientiousness, and openness to experience.

1) Extroversion assesses the degree to which you are social or antisocial, outgoing or shy, assertive or passive, active or inactive, and talkative or quiet. A person who rates high for the first traits in these pairs is extroverted, while someone who rates high for the second traits is introverted. Extroversion or introversion, in itself, is not necessarily bad, but extremes at both ends of the spectrum can be equally dysfunctional.

2) Agreeableness measures the degree to which you are friendly or reserved, cooperative or guarded, flexible or inflexible, trusting or cautious, good-natured or moody, soft-hearted or tough, and tolerant or judgmental. Those scoring high on the first element of these paired traits are viewed as agreeable and easy to work with, while those rating low are viewed as more disagreeable and difficult to work with.

3) Emotional stability measures the degree to which you are consistent in how you react to certain events, weigh options before acting, and look at a situation objectively. Those who rate high on emotional stability are viewed as generally calm, stable, having a positive attitude, able to manage their anger, secure, happy, and objective.

4) Conscientiousness represents the degree to which you are dependable, can be counted on, follow through on commitments, and keep promises. Those who rate high on conscientiousness are generally perceived to be careful, thorough, organized, persistent, achievement oriented, hardworking, and persevering. Those who score lower on this dimension are more likely to be viewed as inattentive to detail, uncaring,

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disrespectful, not interested or motivated, unorganized, apt to give up easily, and lazy.

5) Openness to experience considers whether you are interested in broadening your horizons or limiting them, learning new things or sticking with what you already know, meeting new people or associating with current friends and coworkers, going to new places, or restricting yourself to known places. Individuals who score high on this factor tend to be highly intellectual, broad-minded, curious, imaginative, and cultured. Those who rate lower tend to be more narrow-minded, less interested in the outside world, and uncomfortable in unfamiliar surroundings and situations.

Interpersonal Skills in Organizations 7th edition Janasz Test Bank

109) Attitudes are "settled ways of thinking about someone or something, typically reflected in a person's behavior." As human beings, we can choose how we think and feel about a situation or event. Attitudes are derived from supervisors, parents, teachers, peers, society, and our own experiences. Attitudes are one of the less stable facets of our personality, which means they are easier to influence and change than our behaviors or values.

Strong attitudes can impact our professional and personal relationships. As a manager, it is helpful to remember how much of a role our attitude can play in our success. Our attitude can determine whether we think positively and take control of a situation or think negatively and feel helpless about our ability to change or respond to a situation. Attitude is important to being productive at work or in school.

Attitude can influence those around us. Being aware of our own attitude and making choices about which attitude to display to others is very important. Attitude can affect our job behavior as well as our interactions with others. Friends, significant others, family members, coworkers, and others are definitely influenced by our thoughts and feelings toward situations. As a manager, it is also important to recognize our employees are affected by the attitude we display toward them and toward the work that needs to get done. A manager's attitude is a large factor in how people feel about their jobs. If a manager is upbeat most of the time and supportive of his or her colleagues, employees will generally respond well and work hard to produce the desired results. On the other hand, if a manager is pessimistic and belittling toward his or her employees, staff morale will suffer and, ultimately, so will the expected outcomes.

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110) Factors from a variety of sources may simultaneously impact our perception. Our past experience, belief system, family background, and personal values heavily influence our perceptions of others. Some of the more common filters that can influence our perceptions are stereotyping, selective perception, projection, expectations, and interest.

1) Stereotyping is making assumptions about an individual or a group based on generalized judgments rather than on facts. Many who stereotype others do so on the basis of observable demographic characteristics, such as race or ethnicity, gender, age, disability, religion, and sexual orientation. Rather than relying on a stereotype that is probably largely false, it is best to check your own perceptions and come to an event or meet a new person with an open mind.

2) Selective perception is interpreting information for meaning and accuracy and discarding information that is threatening or not relevant. Selective perception serves a useful purpose, but it hinders communication with others. Rather than automatically "tuning out" information with which you disagree, keep an open mind, being open to all new views about a situation before prematurely developing your own opinion.

3) Projection is attributing one's own attitudes, characteristics, or shortcomings to others. For example, someone who cheats and lies might make the assumption that everyone cheats and lies. This validates our own perceptions of the way things are, or at least the way we think things should be. However, projecting our beliefs onto others denies them the opportunity to provide us with a unique and fresh perspective.

4) Expectations involve forming an opinion about how we would like an event to unfold, a situation to develop, or a person to act, think, or feel. We tend to perceive, select, and interpret information according to how we expect it to appear. By understanding what your expectations are and viewing a situation with a clean slate—minus preconceived

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notions about what to expect—you are better able to approach situations and people and form your own opinions based on actual experience rather than on assumptions.

5) Interest is basing our activities and inputs on things that are likeable or appealing to us. We tend to focus our time and attention—consciously or subconsciously—on those things that are enjoyable and meaningful to us. The tendency to be drawn to things that interest us can be positive, in that it helps conserve our energy for the things that matter to us. However, as you increase your own self-understanding, it is important to reach out to things that go beyond what interests you at the time. By doing this you can broaden yourself and your understanding of the things that are important and meaningful to others.

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111) Attribution theory demonstrates that individuals tend to decide that a behavior is caused by a particular characteristic or event. We make these attributions or judgments about what caused the resulting behavior based on our personal observation or evaluation of the situation. Understanding how and why you make these attributions is important because future decisions and behaviors are based more on your perception of why something happened rather than on the actual outcome. Therefore, we tend to reinforce our beliefs about ourselves and others based on the perceptions we gain from these experiences.

It is also important to evaluate whether these judgments are attributed more to internal or external factors. Attributing outcomes to controllable factors tends to be a stronger indicator of future behavior than attributing them to uncontrollable factors. Perceptions determine behavior in future situations based on the amount of personal control you believe you have over the situation.

Behavior and perception have an impact on your attributions. Self-serving bias causes us to overestimate internal factors for successes and blame external factors for failures. This may cause you to evaluate incorrectly your personal strengths and weaknesses. Another bias is fundamental attribution error, which causes individuals to overestimate the impact of internal factors and underestimate the influence of external factors when evaluating the behavior of others.

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112) Self-awareness can help a person in various ways.

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5) Interest is basing our activities and inputs on things that are likeable or appealing to us. We tend to focus our time and attention—consciously or subconsciously—on those things that are enjoyable and meaningful to us. The tendency to be drawn to things that interest us can be positive, in that it helps conserve our energy for the things that matter to us. However, as you increase your own self-understanding, it is important to reach out to things that go beyond what interests you at the time. By doing this you can broaden yourself and your understanding of the things that are important and meaningful to others.

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116) Attribution theory demonstrates that individuals tend to decide that a behavior is caused by a particular characteristic or event. We make these attributions or judgments about what caused the resulting behavior based on our personal observation or evaluation of the situation. Understanding how and why you make these attributions is important because future decisions and behaviors are based more on your perception of why something happened rather than on the actual outcome. Therefore, we tend to reinforce our beliefs about ourselves and others based on the perceptions we gain from these experiences.

It is also important to evaluate whether these judgments are attributed more to internal or external factors. Attributing outcomes to controllable factors tends to be a stronger indicator of future behavior than attributing them to uncontrollable factors. Perceptions determine behavior in future situations based on the amount of personal control you believe you have over the situation.

Behavior and perception have an impact on your attributions. Self-serving bias causes us to overestimate internal factors for successes and blame external factors for failures. This may cause you to evaluate incorrectly your personal strengths and weaknesses. Another bias is fundamental attribution error, which causes individuals to overestimate the impact of internal factors and underestimate the influence of external factors when evaluating the behavior of others.

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