Exam

Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Chapter 1

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

1)

It is important to understand yourself because:

A)

How you view others influences how you treat yourself

B)

How you view yourself influences how you treat others

C)

Your personality changes frequently

D)

None of the above

2)

Outside influences:

A)

Frequently influence your performance at work

B)

Always influence your performance at work

C)

Sometimes influence your performance at work

D)

Never influence your performance at work

3)

Past experiences:

A)

Shape your current personality

B)

Shape your values

C)

Both A and B

D)

None of the above

4)

It is important to maintain a positive sphere of influence because:

A)

Both positive and negative people influence your behavior

B)

Our values influence our work performance

C)

Our personalities are shaped by our environment

D)

All of the above

5)

Your peer group:

A)

Influences your attitude

B)

Should be limited to positive people

C)

Does not affect your work performance

D)

None of the above

6)

The secret to healthy relationships at work is to first:

A)

Keep your boss happy

B)

Know your job well

C)

Understand others

D)

All of the above

E)

None of the above

7)

Interactions that occur with and through people are called:

A)

Working

B)

Production

C)

Human relations

D)

All of the above

E)

None of the above

8)

Influences that may affect workplace relationships can include:

A)

Society

B)

Religious groups

C)

Family and friends

D)

All of the above

E)

None of the above

9)

A stable set of traits that assists in explaining and predicting an individual's behavior is referred to as:

A)

Stability

B)

Relationships

C)

Personality

D)

All of the above

E)

None of the above

10)

Values are:

A)

Based upon your influences

B)

Based upon your personal experiences

C)

Good or bad

D)

All of the above

E)

None of the above

11)

Constantly exposing yourself to negative influences:

A)

Causes you to lose sight of your goals

B)

May result in a poor attitude

C)

Is impossible to avoid

D)

Both A and B

12)

Attitude could be affected by:

A)

Success

B)

Your past

C)

Failures

D)

All of the above

E)

None of the above

13)

If you have a bad attitude:

A)

It reflects your personal behavior

B)

It affects your performance

C)

It affects the performance of those with whom you come in contact

D)

All of the above

E)

None of the above

14)

If certain individuals have a negative influence:

A)

Be negative when with them

B)

Limit your exposure to them

C)

Don't talk to them

D)

All of the above

E)

None of the above

15)

How you view yourself is called:

A)

Self-image

B)

Self-projection

C)

Self-concept

D)

Self-reliance

E)

None of the above

16)

A belief of how others view you is called:

A)

Self-image

B)

Self-projection

C)

Self-esteem

D)

Self-reliance

E)

None of the above

17)

The way you feel about yourself and your environment is reflected in how you treat others is a concept referred to as:

A)

Attitude

B)

Self-confidence

C)

Systems affect

D)

Projection

E)

None of the above

18)

If your self-concept is positive and strong:

A)

You will draw others toward you

B)

You will not worry about how others view your actions

C)

You will reflect confidence

D)

All of the above

E)

None of the above

19)

When dealing with negative baggage, the first step toward a more productive future is to:

A)

Move forward

B)

Confront your past

C)

Forget about the past

D)

Ignore the feelings

E)

None of the above

20)

If you have negative baggage, you should:

A)

Ignore it

B)

Recognize the impact your past has on your future

C)

Try to forget about it

D)

All of the above

E)

None of the above

21)

When individuals believe they control their own future, they have:

A)

Self-esteem

B)

Internal locus of control

C)

External locus of control

D)

All of the above

E)

None of the above

22)

The three steps for dealing with negative baggage are:

A)

Confronting, acting, and forgiving

B)

Recognizing, forgiving, and moving forward

C)

Confronting, forgiving, and moving forward

D)

Recognizing, acting, and forgiving