

***Test Bank for Human Relations Interpersonal Job Oriented Skills Canadian 4th Edition DuBrin Geerinck 013310530X 9780133105308***

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## ***CHAPTER 2***

### **UNDERSTANDING INDIVIDUAL DIFFERENCES**

#### **EXAMINATION QUESTIONS**

##### *Multiple Choice*

- (c) 1. The term *individual differences* refers to the fact that
- members of the same group behave approximately the same.
  - members of the same group often show strongly variant opinions.
  - people respond differently to the same situation.
  - people will show different aptitudes to different skills.
- (c) 2. In its scientific meaning, personality refers basically to an individual's a.
- genetic and biological inheritance.
  - attitudes and perceptions.
  - enduring behaviour patterns.
  - enduring social skills.
- (b) 3. Which of the following personality traits is NOT considered part of the Five Factor Model?
- Emotional stability
  - Optimism
  - Extraversion
  - Conscientiousness

- (d) 4. Self-monitoring of behaviour refers to
  - a. observing others' perceptions of oneself
  - b. values and ethics.
  - c. observing one's perceptions of others
  - d. temperament such as impulsiveness and hostility.
  
- (d) 5. Low neuroticism refers to
  - a. always being worried about getting sick.
  - b. taking work far too seriously.
  - c. being an extreme “Type-A” personality.
  - d. being depressed and unstable.
  
- (a) 6. People who display the trait “openness to experience” are usually a.
  - well developed intellectually.
  - b. a bit flaky.
  - c. laid back.
  - d. emotionally unstable.
  
- (a) 7. Monica has a high extraversion standing. It is likely that she will often a.
  - be active and talkative
  - b. be particularly conscientious about details.
  - c. show inflexible behaviour.
  - d. become quite temperamental.
  
- (c) 8. Organizational citizenship behaviour refers to
  - a. the degree to which an employee will tell other people what they want to hear.
  - b. how conscientious an employee is about details.
  - c. an employee's willingness to go beyond his or her job description.
  - d. how organized an employee's work station is.
  
- (a) 9. According to the Golden Personality Type Profiler, styles of information gathering range from
  - a. sensation to intuition.
  - b. feeling to thinking.
  - c. objectivity to subjectivity.
  - d. complete to incomplete.
  
- (b) 10. According to the Golden Personality Type Profiler, styles of decision making range from
  - a. sensation to intuition.
  - b. feeling to thinking.
  - c. objectivity to subjectivity.
  - d. judging to perceiving.

- (a) 11. When dealing with a person who is open to experience, it would be effective for you to a.  
appeal to the person's intellect.  
b. stick closely to the facts at hand.  
c. deal with the here and now.  
d. talk about traditional approaches to solving problems.
- (b) 12. One component of traditional intelligence is a.  
inductive reasoning  
b. memory.  
c. bilingualism.  
d. numerical comprehension.
- (c) 13. Which is NOT considered a s (special) factor of traditional intelligence? a.  
spatial perception  
b. word fluency.  
c. empathy.  
d. numerical comprehension.
- (d) 14. Jonathan has a strong g factor. He is therefore likely to perform well a.  
mostly on tasks requiring numerical reasoning.  
b. mostly on tasks requiring good verbal ability.  
c. in a variety of physical tasks.  
d. in a variety of mental tasks.
- (c) 15. The ability to discover principles from facts is called  
a. symbolic reasoning.  
b. word fluency.  
c. inductive reasoning.  
d. visualization.
- (a) 16. The triarchic theory of intelligence explains that intelligence is exhibited a.  
in mental activities of various kinds.  
b. mostly by solving mechanical problems.  
c. only by people of average intelligence.  
d. only after accumulating experience.
- (a) 17. Which generation of workers would be stereotyped as "Candid in conversation"? a.  
Generation X  
b. Baby Boomers  
c. Generation Y  
d. The present generation.
- (a) 18. "Strong career orientation" is a stereotype for which generation of workers? a.  
baby boomers.

- b. Generation X.
- c. Generation Y.
- d. The present generation.

(b) 19. According to the triarchic theory of intelligence, a person with good analytical intelligence would be strong at

- a. adapting the environment to fit his or her needs.
- b. solving difficult problems.
- c. performing tasks requiring imagination.
- d. tasks requiring common sense and street smarts.

(c) 20. The theory of multiple intelligences contends that people possess a.

- a. various ways of multiplying their intelligences.
- b. two different types of intelligences, or faculties, in different degrees.
- c. eight different intelligences, or faculties, in different degrees.
- d. an almost unlimited number of intelligences.

(d) 21. An important part of emotional intelligence is a.

- a. adding figures under pressure.
- b. having an above-average IQ.
- c. keeping emotions out of problem-solving.
- d. having empathy for others.

(b) 22. Resiliency, or the ability to bounce back from adversity, is part of which aspect of emotional intelligence?

- a. self-awareness
- b. self-management
- c. social awareness
- d. relationship management

(a) 23. Values are frequently learned through a.

- a. modelling.
- b. trial and error.
- c. experience.
- d. acquiring reflexes.

(c) 24. Values formed early in life are directly related to a.

- a. extraversion versus introversion in adult life.
- b. abstract reasoning ability.
- c. the quality of relationships formed by people.
- d. the levels of people's intelligence.

(b) 25. Person-role conflict occurs when an individual a.

- a. enters into conflict with a co-worker.
- b. is asked to perform a task that clashes with his or her values.

- c. is asked to perform a task outside his or her specialty area.
- d. is expected to perform two different activities at the same time.

*True/False*

- (T) 1. Different students can read and comprehend textbooks at a different rate; thus illustrating the concept of individual differences.
- (F) 2. The concept of personality is based on the fact that the behaviour of people is unpredictable from one situation to another.
- (F) 3. A person who scores high on agreeableness is always outgoing and social.
- (T) 4. A person's character helps control personality traits, such as being able to control impulsiveness.
- (F) 5. The Myers-Briggs Type Indicator is based on the work of Sigmund Freud.
- (F) 6. The personality trait of "openness to experience" relates primarily to how eagerly a person enters into relationships with other people.
- (T) 7. A high self-monitoring person has a strong tendency to tell other people what they want to hear.
- (T) 8. People who look for unusual, intense, and complex sensations are likely to have a high standing in the risk-taking and thrill-seeking personality trait.
- (T) 9. An individual's personality has an important influence on his or her cognitive style.
- (F) 10. Optimism, as a trait, refers to people who put a lot of effort into action; they have little thought for the outcome.
- (F) 11. Organizational citizenship behaviour refers to employees who fulfill exactly the expectations of their job.
- (F) 12. Thinking-type individuals are hesitant to express their true opinion for fear of hurting the feelings of others.
- (T) 13. A person's cognitive style influences the type of work he or she can perform well.
- (T) 14. Traditional intelligence consists of both general and specific factors.
- (F) 15. A key point of the triarchic theory of intelligence is that the creative and practical subtypes of intelligence are inferior to the analytical type.

- (F) 16. Under the theory of multiple intelligences, Intrapersonal intelligence enables people to discern and respond appropriately to the moods, temperaments, motivations, needs, and desires of other people.
- (T) 17. According to the theory of multiple intelligences, people learn in different ways.
- (T) 18. The triarchic theory of intelligence was developed as a way to gauge practical intelligence.
- (T) 19. *Emotional intelligence* refers to the idea that how effectively people use their emotions influences their success.
- (F) 20. An emotionally intelligent individual keeps tight control over emotions to avoid allowing feelings to show when dealing with people.
- (F) 21. The self-awareness aspect of emotional intelligence refers to a passion to work for reasons in addition to money or status.
- (T) 22. Verbal comprehension is a component of traditional intelligence.
- (F) 23. Values and ethics influence people in opposite directions.
- (T) 24. Job performance is likely to be higher when a person's job values fit those required on the job.
- (F) 25. A person-role conflict occurs when a person has much more intelligence than his or her job requires.