

Chapter 02 - Expand Your Emotional Intelligence

Chapter 02
Expand Your Emotional Intelligence

Multiple Choice Questions

1. (p. 44) Empathy is essential for integrity and
- A. compassion.
 - B. civility.**
 - C. maturity.
 - D. self-control.

Accessibility: Keyboard Navigation

Bloom's: Remember

Difficulty: 1 Easy

Learning Outcome: 02-02 Explain the importance of good character; including integrity; civility; and ethics

Topic: Emotional Intelligence and Maturity

2. (p. 44) Research shows that having strong emotional intelligence enhances:
- A. school, job, and life success.**
 - B. your intelligence quotient (IQ).
 - C. your salary potential.
 - D. the ability to integrate both sides of the brain.

Accessibility: Keyboard Navigation

Bloom's: Remember

Difficulty: 1 Easy

Learning Outcome: 02-01 Describe emotional intelligence and the key personal qualities

Topic: Emotional Intelligence and Maturity

Chapter 02 - Expand Your Emotional Intelligence

3. (p. 45) The principles of conduct that govern a group or society are its:
- A. laws.
 - B. rules.
 - C. decrees.
 - D.** ethics.

Accessibility: Keyboard Navigation

Bloom's: Remember

Difficulty: 1 Easy

Learning Outcome: 02-02 Explain the importance of good character; including integrity; civility; and ethics

Topic: Emotional Intelligence and Maturity

4. (p. 52) When faced with adversity in college, one must focus on:
- A. their mission statement.
 - B.** maintaining a motivated and positive attitude.
 - C. developing more effective time management strategies.
 - D. factors leading to their problems.

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Bloom's: Remember

Difficulty: 1 Easy

Learning Outcome: 02-05 Incorporate a positive attitude and motivation

Topic: A Positive Attitude and Personal Motivation

5. (p. 55) Gary keeps a binder for each of his classes and reviews his syllabi to be sure he is allowing himself enough time to complete assignments. He feels motivated because:
- A.** he understands expectations.
 - B. he sets goals that are specific.
 - C. he acts motivated.
 - D. he makes his learning relevant.

Accessibility: Keyboard Navigation

Bloom's: Remember

Difficulty: 1 Easy

Learning Outcome: 02-05 Incorporate a positive attitude and motivation

Topic: A Positive Attitude and Personal Motivation

Chapter 02 - Expand Your Emotional Intelligence

6. (p. 45) Maura works very well with others and is well liked by peers and work colleagues. She most likely demonstrates:

- A. ethics.
- B. integrity.
- C. civility.**
- D. motivation and purpose.

Accessibility: Keyboard Navigation

Bloom's: Understand

Difficulty: 1 Easy

Learning Outcome: 02-01 Describe emotional intelligence and the key personal qualities

Topic: Emotional Intelligence and Maturity

7. (p. 52) After the elementary school implemented its breakfast program, they found a significant rise in the state test scores of students participating in the program. In Maslow's Hierarchy, what was their level of need?

- A. Safety and Security
- B. Love/Belonging
- C. Physiological Needs**
- D. Self-Actualization

Accessibility: Keyboard Navigation

Bloom's: Understand

Difficulty: 1 Easy

Learning Outcome: 02-04 Define self-esteem and confidence

Topic: A Positive Attitude and Personal Motivation

8. (p. 59) Leticia and Kate were on a business trip and their presentation ran late. They missed their flight back to Chicago and would have to wait 4 hours to get on the next available flight. They were not happy but saw an opportunity to discuss their client's feedback on their presentation over dinner. Based on the chapter, these women would be considered:

- A. resilient.
- B. confident.
- C. ethical.
- D. responsible.

The women saw the opportunity to be gained in their setback.

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Bloom's: Understand

Difficulty: 1 Easy

Learning Outcome: 02-05 Incorporate a positive attitude and motivation

Topic: Overcome Obstacles

9. (p. 51) During their Freshman Orientation groups were formed to compete against each other in focusing on teamwork to complete a team's course. Charlie, Benton, Zach, and Dan finished in last place. Charlie was angry and blamed the others for not taking their task seriously. Benton was embarrassed to be in last place and felt this first impression would affect his reputation. Zach highlighted his good ideas and blamed Charlie for being too bossy and inflexible. Dan said he learned a lot about himself. Who displayed a positive attitude?

- A. Dan
- B. Zach
- C. Charlie
- D. Benton

Dan saw the opportunity to learn in failure, which is a trait of a peak performer.

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Bloom's: Understand

Difficulty: 1 Easy

Learning Outcome: 02-05 Incorporate a positive attitude and motivation

Topic: A Positive Attitude and Personal Motivation

10. (p. 55) Marta agreed to walk her friend's dog. At first she was excited, but then she remembered she had to clean up after the dog in the park. She quickly envisioned herself enjoying her walk and playing with the dog and got excited for the adventure once again.

What motivational strategy did she use?

- A. affirmations
- B. acting motivated
- C. understanding expectations
- D.** visualization

Accessibility: Keyboard Navigation

Bloom's: Understand

Difficulty: 1 Easy

Learning Outcome: 02-05 Incorporate a positive attitude and motivation

Topic: A Positive Attitude and Personal Motivation

11. (p. 57) Which situation can one expect will NOT be a difference between college and high school?

- A. Classes are larger, longer, and meet less often.
- B. You need to have specific goals that drive your motivation.
- C.** You need to manage your time effectively.
- D. Tests may be less often but more comprehensive.

Accessibility: Keyboard Navigation

Bloom's: Remember

Difficulty: 2 Medium

Learning Outcome: 02-05 Incorporate a positive attitude and motivation

Topic: A Positive Attitude and Personal Motivation

12. (p. 58) Laura has just completed her sophomore year of college. This means she is more likely to:

- A. earn more than \$35,000 annually.
- B.** have a longer life expectancy.
- C. have strong emotional intelligence.
- D. be involved in local politics.

Accessibility: Keyboard Navigation

Bloom's: Remember

Difficulty: 2 Medium

Learning Outcome: 02-06 List the benefits of a higher education

Topic: A Positive Attitude and Personal Motivation

13. (p. 49) Raul often lacks civility when working with others and wants to improve the way he handles himself. What should he do?

- A. He should focus on the work and not the people.
- B. He should communicate the problems he has with his colleagues.
- C. He should learn and apply the company code of ethics.
- D.** He should learn to listen with empathy to others.

Accessibility: Keyboard Navigation

Bloom's: Understand

Difficulty: 2 Medium

Learning Outcome: 02-03 Demonstrate responsibility; self-management; and self-control

Topic: Emotional Intelligence and Maturity

14. (p. 50) Zeke lacks emotional maturity sometimes in dealing with classmates and roommates at school. He has recognized this and would like to change so he does not feel like he is annoying others. Which strategy would be helpful to Zeke in promoting emotional intelligence?

- A. Log negative self-talk and positive affirmations.
- B.** Apply the Adult Learning Cycle to self-control.
- C. Apply the motivation cycle beginning with self-talk and imagery.
- D. Apply the Seven Positive Attitudes of peak performers in his communication.

Zeke can focus on changing his immature habits through the Adult Learning Cycle process.

Accessibility: Keyboard Navigation

Bloom's: Understand

Difficulty: 2 Medium

Learning Outcome: 02-03 Demonstrate responsibility; self-management; and self-control

Topic: Emotional Intelligence and Maturity

15. (p. 50) Megan has a learning disability and has difficulty in reading and processing verbal information. She has begun a Bachelor's degree. Although she knows her college supports making accommodations for students, she has been so busy with classwork that she hasn't had time to make arrangements with college. Now she is annoyed because she is beginning to feel stressed. What advice would you give Megan?

- A. Create a mind shift to achieve your goal.
- B. Apply the Adult Learning Cycle to replace your negative attitude with a positive one.
- C.** Take responsibility for your life and manage your time so that you can make arrangements with the college.
- D. Apply the same strategies used in high school as these should work in college.

Megan is starting to go down a road that can erode her confidence and self-esteem. She needs to take responsibility for her actions.

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Bloom's: Apply

Difficulty: 2 Medium

Learning Outcome: 02-05 Incorporate a positive attitude and motivation

Topic: Emotional Intelligence and Maturity

16. (p. 49) Muriel is easily distracted and cannot concentrate when her roommate is talking on the phone or listening to music. She should approach her roommate by:

- A. working out a schedule of when she would like to use the room for studying time with no noise.
- B. letting her roommate know that the noise she makes is distracting and ask her to stop.
- C. saying she has to go to the library to study because their room is too loud.
- D.** letting her roommate know she is easily distracted by the noises her roommate makes and ask to work toward a win-win solution.

She needs to take ownership for her own inability to concentrate in order to diffuse a potentially angry reaction from her roommate. Then she needs to find a way for both of them to "win."

Accessibility: Keyboard Navigation

Bloom's: Understand

Difficulty: 2 Medium

Learning Outcome: 02-03 Demonstrate responsibility; self-management; and self-control

Topic: Emotional Intelligence and Maturity

17. (p. 50) Martin has a low self-esteem when it comes to academics. Lately he feels like he is in a downward spiral. He is afraid he is going to fail out of school if he does not get his act together. How can he overcome his negative attitude?

- A. Act like successful student and he will be one.
- B.** Use self-talk and visualization techniques to promote confidence.
- C. Have a responsible attitude toward achieving short-term goals.
- D. Make learning more relevant.

Accessibility: Keyboard Navigation

Bloom's: Understand

Difficulty: 2 Medium

Learning Outcome: 02-04 Define self-esteem and confidence

Topic: Emotional Intelligence and Maturity

18. (p. 49) Sarah is sitting next to a person in class who is chewing gum loudly. At first she tried to ignore it, but now it is interfering with her ability to focus on the lecture material for an exam. There are no extra seats for her to move to. What should she do?

- A. Ignore the sound, or leave, as there is no rule about gum in class.
- B. She should say, "How is that gum?" in the hope the person will take the hint.
- C. She should say, "Please stop chewing your gum, it is distracting other people."
- D.** She should say, "I'm so sorry, when I hear the sound of gum I get distracted."

She should frame her response so she is taking responsibility for her reaction to the sound.

Accessibility: Keyboard Navigation

Bloom's: Apply

Difficulty: 2 Medium

Learning Outcome: 02-03 Demonstrate responsibility; self-management; and self-control

Topic: Emotional Intelligence and Maturity

19. (p. 49) Jack is putting together a paper based on a small group project. The deadline for the paper is tomorrow, and he needs time to edit it and check the references. He received Natascha's portion of the paper at 11 pm with an apology regarding her sick child. He was up most of the night working on the necessary changes and had to go to work the next day. Since they must work on one more project paper together, Jack wants to address this issue so it does not happen again. Choose the best way he should approach her:

- A. He should be empathetic in listening to her situation but firm that it cannot happen again.
- B. He should remain calm, respectful, and empathetic toward Natascha's situation and discuss his own experience with such situations to diffuse his anger.
- C.** He should remain calm, respectful, and empathetic toward Natascha's situation and invite the group to discuss how they can work better under such circumstances.
- D. He should ignore her until his anger subsides and then discuss the situation calmly.

He should be empathetic but also respect his own situation by addressing the problem. Asking the group to discuss solutions enables him, Natascha and the group to all "win."

Accessibility: Keyboard Navigation

Bloom's: Apply

Difficulty: 2 Medium

Learning Outcome: 02-02 Explain the importance of good character; including integrity; civility; and ethics

Topic: Emotional Intelligence and Maturity

20. (p. 55) Jake is right-brain dominant and not comfortable speaking in front of people. He must present his portion of his team's findings in class next week. Although he has rehearsed many times, he is not feeling confident. He wants to ask someone else to present for him. Which motivational strategy will Jake probably find most helpful?

- A. self-talk and affirmations
- B.** visualization
- C. reframing
- D. rewards

Since Jake is right-brain dominant visualization will probably be most helpful.

Accessibility: Keyboard Navigation

Bloom's: Apply

Difficulty: 2 Medium

Learning Outcome: 02-05 Incorporate a positive attitude and motivation

Topic: A Positive Attitude and Personal Motivation

21. (p. 56) Hope has not yet declared her college major but enjoys reading fiction and creative writing so she is leaning toward English. She has the attitude that college is more about finding herself and is confident that she'll graduate and get a job in the city like most of her circle of family and friends. She is frustrated with the pressure she is getting from her parents, who are both college-educated and concerned that she is not applying herself in school as much as she should be, as she has no clear direction. From her parents' perspective:
- A. Hope needs to have a better understanding of the benefits of college.
 - B. Hope needs a more internal locus of control.
 - C. Hope needs to employ more motivational strategies.
 - D. Hope needs to set a long-term goal.**

Hope lacks direction because she only has a short-term goal of completing college. She needs to set her long-term goal to be able to apply herself in school toward that goal.

Accessibility: Keyboard Navigation

Bloom's: Apply

Difficulty: 3 Hard

Learning Outcome: 02-05 Incorporate a positive attitude and motivation

Topic: A Positive Attitude and Personal Motivation

22. (p. 50) Andy manages the art department of a small advertising firm with limited resources. Despite these challenges, his creative team has a great reputation and is highly sought after. As the company grows, they have gotten new client business from large, high profile companies that demand top quality artwork. This creates a highly stressful work environment. When he feels his staff is asked to perform a seemingly impossible task, he lacks civility and self-control; thus he has a reputation of being extremely difficult to work with. What anger management tip would you suggest to Andy in his situation?
- A. Develop strategies to calm down such as taking a deep breath, or take a walk.
 - B. Apply the Adult Learning Cycle to Self-Control**
 - C. Focus on win-win solutions with the client such as leveraging any resources they may have in order to lessen the stress on his team.
 - D. Clarify and define the problem with the client in order to avoid the stressful situation in the future.

Although all of these strategies could help, A, C and D are situational solutions. By applying the Adult Learning Cycle to Self-Control, he will develop the emotional intelligence needed to reverse his tarnished work reputation.

Accessibility: Keyboard Navigation

Bloom's: Apply

Difficulty: 3 Hard

Learning Outcome: 02-03 Demonstrate responsibility; self-management; and self-control

Topic: Emotional Intelligence and Maturity

23. (p. 61) Celeste just graduated from high school and has been having difficulty with the transition to college. With her newfound freedom in the dorm, she has focused more on her social life than her studies. In the beginning of the semester, she was often late for classes and missed some assignments. She attends her classes every day and is attentive. It is half way through her first semester and she has barely looked at her course syllabi. She is determined to get organized and to do well this semester. Based on what you know about Celeste, what grade student will she be this semester?

- A. She will be an A student.
- B. She will be a B student.
- C.** She will be a C student.
- D. She will be a D student.

She is positive and enthusiastic but has missed some work and will complete the minimum amount of work.

Accessibility: Keyboard Navigation

Bloom's: Apply

Difficulty: 3 Hard

Learning Outcome: 02-05 Incorporate a positive attitude and motivation

Topic: Overcome Obstacles

24. (p. 52-60) Evan has always wanted to work in product development. When he graduated three years ago, he landed a job as an assistant to the customer service division in a large company known for making cutting-edge sound systems. In this entry-level job, he mostly collates information from customer surveys and tracks requests for new products. Evan has many good ideas for new products, but he has not been able to move into product development as he had hoped because of mediocre performance reviews. His reviewers consistently note his inability to complete tasks on time and the fact that his written communications are often unclear. Evan is very frustrated because he knows he has the creativity to be an asset in the product development field. What is the most accurate assessment of Evan's situation?
- A. Evan's employers have hired him for the wrong position and should move him into a job that is more appropriate to his skill set.
 - B. Evan took a position that was not going to fulfill his long-term goals; it has resulted in frustration.
 - C.** Evan has failed to develop the more basic jobs skills necessary to move into a more creative position; this has impeded his self-actualization at work.
 - D. Evan's skills are too high-level for his entry-level position.

Accessibility: Keyboard Navigation

Bloom's: Analyze

Bloom's: Synthesize

Difficulty: 3 Hard

Learning Outcome: 02-03 Demonstrate responsibility; self-management; and self-control

Topic: A Positive Attitude and Personal Motivation

25. (p. 47, 62) Darien has always done exceptionally well in school. He also has strong emotional intelligence and critical thinking skills. Despite these strengths, Darien has a low self-esteem. He does not consider himself successful because he is not where he thinks he should be in life based on what his parents and teachers have expected of him. Based on what you have read in the chapter, what strategy will help develop his self-esteem?

A. Darien is at Maslow's self-actualization level of needs and should have a more mindful attitude.

B. Darien should embrace his internal locus of control and take charge in setting goals that will motivate him.

C. Darien has a negative attitude and needs to engage in more positive self-talk and affirmations.

D. Darien has an external locus of control and needs to create a positive mind shift to explore creative ways to determine and achieve goals.

Darien has an external locus of control and lets others influence how he feels about himself. He needs to explore other avenues beyond what is expected of him.

Accessibility: Keyboard Navigation

Bloom's: Analyze

Difficulty: 3 Hard

Learning Outcome: 02-04 Define self-esteem and confidence

Topic: Emotional Intelligence and Maturity

True / False Questions

26. (p. 45) Plagiarism is not quite the same as cheating.

FALSE

Plagiarism is considered cheating.

Accessibility: Keyboard Navigation

Bloom's: Remember

Difficulty: 1 Easy

Learning Outcome: 02-02 Explain the importance of good character; including integrity; civility; and ethics

Topic: Emotional Intelligence and Maturity

Chapter 02 - Expand Your Emotional Intelligence

27. (p. 54) To feel motivated just simply act like you are motivated.

TRUE

Accessibility: Keyboard Navigation

Bloom's: Remember

Difficulty: 1 Easy

Learning Outcome: 02-05 Incorporate a positive attitude and motivation

Topic: A Positive Attitude and Personal Motivation

28. (p. 58) According to the U.S. Department of Labor, people who complete 2 years of college are more likely to be involved in local politics.

FALSE

They are more likely to be involved in the community.

Accessibility: Keyboard Navigation

Bloom's: Remember

Difficulty: 1 Easy

Learning Outcome: 02-06 List the benefits of a higher education

Topic: A Positive Attitude and Personal Motivation

29. (p. 56) For a college freshman, graduation would be considered a long-term goal.

FALSE

This would be a medium-term goal toward your long-term life/work goal.

Accessibility: Keyboard Navigation

Bloom's: Remember

Difficulty: 1 Easy

Learning Outcome: 02-05 Incorporate a positive attitude and motivation

Topic: A Positive Attitude and Personal Motivation

30. (p. 60) The tests you take in school today will help to prepare you for your performance reviews on the job tomorrow.

TRUE

Accessibility: Keyboard Navigation

Bloom's: Remember

Difficulty: 1 Easy

Learning Outcome: 02-06 List the benefits of a higher education

Topic: A Positive Attitude and Personal Motivation

31. (p. 45) Amber took a mid-term exam in her history class. Her professor asked the class not to discuss their exams until all the grades were in. She assumed this was because there was a student who'd made arrangements to take the exam on a different day. Her roommate asked her about her exam and how well she did. Amber shared how she did with some of the content because her roommate was not in the course. This would be considered cheating.

TRUE

Amber was not told she could not share this with others.

Accessibility: Keyboard Navigation

Bloom's: Understand

Difficulty: 1 Easy

Learning Outcome: 02-02 Explain the importance of good character; including integrity; civility; and ethics

Topic: Emotional Intelligence and Maturity

32. (p. 62) Over 70% of students who drop out of school say they do so because they need to make money.

TRUE

Accessibility: Keyboard Navigation

Bloom's: Understand

Difficulty: 1 Easy

Learning Outcome: 02-06 List the benefits of a higher education

Topic: Overcome Obstacles

33. (p. 59) Ethan has a Bachelor's degree and makes a \$50,000 salary. His goal is to get a raise to \$65,000 within the next 3 years. He will most likely need an advanced degree to do this.

TRUE

Accessibility: Keyboard Navigation

Bloom's: Understand

Difficulty: 1 Easy

Learning Outcome: 02-06 List the benefits of a higher education

Topic: A Positive Attitude and Personal Motivation

34. (p. 63) Nolan is on a very large campus and does not feel like he is a part of the college community. He is starting to feel he may not be college material. He needs to create a mind shift.

TRUE

If he had a resourceful attitude, he would seek out help or advice before allowing himself to become discouraged.

Accessibility: Keyboard Navigation

Bloom's: Understand

Difficulty: 1 Easy

Learning Outcome: 02-05 Incorporate a positive attitude and motivation

Topic: Overcome Obstacles

35. (p. 46) Michael is working on a project day and night. He has avoided his family and friends for months and does not feel supported because many people in his life are angry with him for his lack of responses. Michael feels that they should all understand the pressure he is under and that he is doing the responsible thing by placing work as his priority. Michael has the attitude of a peak performer.

FALSE

Michael is not being responsible in managing his personal relationships effectively.

Accessibility: Keyboard Navigation

Bloom's: Understand

Difficulty: 1 Easy

Learning Outcome: 02-02 Explain the importance of good character; including integrity; civility; and ethics

Topic: Emotional Intelligence and Maturity

36. (p. 46) Often there is no clear-cut answer to an ethical question.

TRUE

There are many ethical questions that do not have clear-cut answers.

Accessibility: Keyboard Navigation

Bloom's: Remember

Difficulty: 2 Medium

Learning Outcome: 02-02 Explain the importance of good character; including integrity; civility; and ethics

Topic: Emotional Intelligence and Maturity

Chapter 02 - Expand Your Emotional Intelligence

37. (p. 55) To understand why you may feel unmotivated, it is important to discern your desires from your goals.

TRUE

Accessibility: Keyboard Navigation

Bloom's: Remember

Difficulty: 2 Medium

Learning Outcome: 02-05 Incorporate a positive attitude and motivation

Topic: A Positive Attitude and Personal Motivation

38. (p. 50) Feeling good about oneself is not enough in building confidence. One also needs to show that they are competent in their abilities.

TRUE

Accessibility: Keyboard Navigation

Bloom's: Remember

Difficulty: 2 Medium

Learning Outcome: 02-04 Define self-esteem and confidence

Topic: Emotional Intelligence and Maturity

39. (p. 45) Brice is a highly productive and efficient individual. He is respected by his superiors and colleagues. He has been known to break the rules now and then when he feels it is necessary to win over a client. Since his boss and colleagues seem to approve of his rule breaking, he does not lack integrity.

FALSE

People with integrity consistently live up to their highest principles.

Accessibility: Keyboard Navigation

Bloom's: Understand

Difficulty: 2 Medium

Learning Outcome: 02-02 Explain the importance of good character; including integrity; civility; and ethics

Topic: Emotional Intelligence and Maturity

40. (p. 54) Self-esteem, self-talk and visualization, physical reaction, and behavior are all mutually exclusive factors influencing one's motivational cycle.

FALSE

These are interrelated and dependent factors in one's motivational cycle.

Accessibility: Keyboard Navigation

Bloom's: Understand

Difficulty: 2 Medium

Learning Outcome: 02-05 Incorporate a positive attitude and motivation

Topic: A Positive Attitude and Personal Motivation

41. (p. 47) Jeremiah has been moderately successful in getting what he wants out of life. He is not very happy in his job but has not yet applied for that MBA he has always talked about getting. He spends most of his time socializing with friends with the attitude that something better will come along eventually. Jeremiah needs a more internal locus of control to get what he wants out of life.

TRUE

Accessibility: Keyboard Navigation

Bloom's: Understand

Difficulty: 2 Medium

Learning Outcome: 02-05 Incorporate a positive attitude and motivation

Topic: Emotional Intelligence and Maturity

42. (p. 51) Ben feels that his commitments to school, family and his job are too demanding. He often arrives late for work because, as he tells his boss, he spends so much time getting his kids ready for school in the morning. His attitude reflects that of a motivated person.

FALSE

He has a negative attitude and blames his kids for being late.

Accessibility: Keyboard Navigation

Bloom's: Understand

Difficulty: 2 Medium

Learning Outcome: 02-05 Incorporate a positive attitude and motivation

Topic: A Positive Attitude and Personal Motivation

43. (p. 54) It is Saturday, and Janet does not feel like doing research for her term paper. Her roommate Karla sleeps in while Janet, tempted to do the same, begins to play the part of a motivated young woman on her way to the local café where she will sip coffee with her favorite pastry. When she arrives home that evening, most of her research is complete. This is an example of using visualization as a motivation strategy.

FALSE

This is an example of acting motivated as a motivation strategy.

Accessibility: Keyboard Navigation

Bloom's: Understand

Difficulty: 2 Medium

Learning Outcome: 02-05 Incorporate a positive attitude and motivation

Topic: A Positive Attitude and Personal Motivation

44. (p. 45) Cheryl was writing a paper on a research topic she knew nothing about. Most of her paper consisted of other people's ideas and quotes, which she properly referenced. This paper cannot be considered her own work and is therefore plagiarized.

FALSE

She properly referenced the quotes and ideas; therefore, she did not plagiarize.

Accessibility: Keyboard Navigation

Bloom's: Apply

Difficulty: 2 Medium

Learning Outcome: 02-02 Explain the importance of good character; including integrity; civility; and ethics

Topic: Emotional Intelligence and Maturity

45. (p. 44) Cassidy is annoyed because it seems her roommate Isabella's degree program is not as rigorous as hers. Cassidy is constantly working and studying to earn B's and C's while Isabella has a very active social life every night and manages to get good grades. Cassidy does not feel this is fair, but she continues to work hard for her grades. Cassidy lacks the attitude of a Peak Performer.

TRUE

Cassidy does not understand that she is responsible for her own choices and that it is not her roommate's fault that they have different demands in their programs.

Accessibility: Keyboard Navigation

Bloom's: Apply

Difficulty: 2 Medium

Learning Outcome: 02-01 Describe emotional intelligence and the key personal qualities

Topic: Emotional Intelligence and Maturity

Short Answer Questions

46. (p. 45) Jessie works in the creative department of an advertising firm. He likes to keep a camera with him at all times to take photographs of anything he sees. One morning he was running late for work. While walking, he noticed someone lying on the ground sleeping. He took a quick snap shot for his photography series called "City Plight," and continued on his way to work. Now Jessie is applying for a position in your firm, and you are reviewing his "City Plight" work. Based on your code of ethics would you hire him? What ethics questions from the chapter would help you decide?

Answers will vary

Bloom's: Apply

Difficulty: 3 Hard

Learning Outcome: 02-02 Explain the importance of good character; including integrity; civility; and ethics

Topic: Emotional Intelligence and Maturity

47. (p. 51) Antoine has been enjoying his freedom in college and has a great social life. He has only two weeks left before final exams and term papers are upon him, and he is panicked. He feels that flunking out of college could be a reality for him and cannot stop thinking about what he should have done to avoid this situation. Based on your chapter reading, offer Antoine 5 tips of advice to help him stay in control of his situation to reach his goal to graduate.

Answers will vary

Bloom's: Apply

Difficulty: 3 Hard

Learning Outcome: 02-05 Incorporate a positive attitude and motivation

Topic: A Positive Attitude and Personal Motivation

48. (p. 54) Describe at least 3 situations that make you feel unmotivated. Based on your chapter reading, discuss 5 motivation strategies you feel will best complement your learning style and personality type when encountering these situations.

Answers will vary

Bloom's: Analyze

Difficulty: 3 Hard

Learning Outcome: 02-05 Incorporate a positive attitude and motivation

Topic: A Positive Attitude and Personal Motivation

49. (p. 51, 62) Describe an obstacle you are facing in school, work, or life. Use what you have learned about attitudes, the motivation cycle, and creating positive mind shifts to overcome this obstacle. If you cannot think of an obstacle you are facing now, use an obstacle from the past and apply your learning as if you were to face that same obstacle now.

Answers will vary

Bloom's: Analyze

Difficulty: 3 Hard

Learning Outcome: 02-05 Incorporate a positive attitude and motivation

Topic: A Positive Attitude and Personal Motivation

Topic: Create Positive Mind Shifts

50. (p. 52) Describe each level of Maslow's Hierarchy of Needs. Provide at least 3 strategies you learned from the chapter to achieve the level of Self-Actualization. If you feel you are already at the level of Self-Actualization, discuss 3 strategies from the chapter you use to maintain this higher order position in your life.

Answers will vary

Bloom's: Analyze

Difficulty: 3 Hard

Learning Outcome: 02-05 Incorporate a positive attitude and motivation

Topic: A Positive Attitude and Personal Motivation

51. (p. 44) Robin, Mark, and Joe are personal friends who have all decided to work together as a team on class projects. As team members, Robin tends to be the supporter in the group, while Mark is the analyzer, and Joe is the director. Mark and Joe tend to be assertive in their tactics to develop projects, timelines, and completion strategies, while Robin is passive. On their first project, Robin was surprised by the lack of effort Mark and Joe seemed to put into their portion of the research. They listened to her feedback and agreed to send revisions of their work. When she received their final revisions to put a paper together, she had to do a lot of rework and research to verify confusing aspects of their data. In the end, she felt like she did most of the project on her own. Robin is in a difficult situation because Mark and Joe are her friends. She does not want to leave their team, yet she is not sure how to approach her friends with her dissatisfaction with their work. She is the type that may end up doing her friends' work for them just to avoid strife. Based on what you have learned about critical thinking, collaboration, professionalism, and ethics, give your recommendation on how Robin should solve her dilemma.

Answer will vary.

Bloom's: Analyze

Difficulty: 3 Hard

Learning Outcome: 02-01 Describe emotional intelligence and the key personal qualities

Topic: Emotional Intelligence and Maturity

Chapter 02 - Expand Your Emotional Intelligence

52. (p. 44) There is a code of ethics Charlie must follow as a teacher for the protection of both the children he is working with and himself as a professional. One of those areas of ethics is his legal obligation to report any suspected child abuse to proper authorities. As a new teacher in a rural school district, Charlie has noticed through conversations of the veteran teachers that corporal punishment is a common occurrence for the children in the culture he is working in. As the months go by, Charlie has noticed bruises on a child and brought it to the attention of the principal who supported his decision to call a social worker to investigate. Later that day, an influential teacher in the school who has worked with the child approached Charlie in an angry confrontation. She insulted him for his naiveté, explaining that he should ask around before he decides to meddle in a family's business. Now Charlie is faced with a dilemma. If he calls the proper authorities, he understands that he could be hurting a family, and he will be very unpopular in his job. Based on what you know about critical thinking, professionalism and ethics, what advice would you recommend to Charlie?

Answers will vary

Bloom's: Analyze

Difficulty: 3 Hard

Learning Outcome: 02-01 Describe emotional intelligence and the key personal qualities

Learning Outcome: 02-02 Explain the importance of good character; including integrity; civility; and ethics

Topic: Emotional Intelligence and Maturity