**HUMAN RELATIONS – FILL-IN-THE-BLANK: SESSION 2**

**Chapter Two: Personality, Stress, Learning, and Perception**

Personality affects your behavior and human relations and is a good predictor of \_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_.

Type \_\_\_\_\_\_\_\_\_\_\_\_ personality is characterized as fast moving, hard driving, time conscious, competitive, impatient, and preoccupied with work.

Type \_\_\_\_\_\_\_\_\_\_\_\_ personality is characterized as laid-back and easy-going.

Locus of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is a continuum representing one’s belief as to whether external or internal forces control one’s destiny.

Successful people know that they are in \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ of their own lives.

The Big Five Model of Personality categorizes personality traits into the following FIVE dimensions:

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ includes leadership and extroversion traits.
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ includes traits related to getting along with people.
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ includes traits related to emotional stability.
4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ includes traits related to achievement.
5. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ includes traits related to being willing to change and try new things.

The best predictor of job success on a global basis is the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ personality dimension.

To improve human relations, it is helpful for us to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ our behavior based on the other person’s personality type, especially our bosses, because they evaluate our performance.

Understanding personality can help you \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ behavior, human relations, and performance in a given situation.

Stress is an emotional/physical \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to environmental activities and events.

Some stress helps \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ performance by challenging and motivating us.

Too much stress affects your behavior, human relations, and performance, and is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

There are four common stressors related to work: (1) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, (2) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, (3) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, and (4) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

People often lose interest in and motivation to do their work because of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Controlling stress is the process of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to circumstances that disrupt or threaten to disrupt a person’s equilibrium.

We can better control stress by following a three-stage plan – The Controlling Stress Plan includes:

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Remember that what you \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ about affects how you feel, and how you feel affects your behavior, human relations, and performance.

Intelligence is the level of one’s \_\_\_\_\_\_\_\_\_\_\_\_ for new learning, problem-solving, and decision-making.

List the five components of Emotional Intelligence: (1) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, (2) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, (3) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, (4) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, (5) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Our capacity to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ new things is an important aspect of our intelligence.

Identify the Four Learning Styles:

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Learn by Doing (Hands-on)
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Learn by Observing and Feeling (Analyze)
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Learn by Doing and Thinking (Technical)
4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Learn by Observing and Thinking (Conceptual)

There is a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ between learning, or intelligence, and innovation.

Perception refers to a person’s interpretation of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

List the six biases in perception: (1) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, (2) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, (3) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, (4) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, (5) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, (6) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Perceptual \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ refers to the degree to which people see things the same way.

The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Effect is the way people perceive one another during their first impressions.

The \_\_\_\_\_\_\_\_\_\_\_\_ - \_\_\_\_\_\_\_\_\_\_\_\_ Barrier is the time we have to make a good impression

Our \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is other people’s attitudes toward us.

We control the image we \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. This is called impression management.

The image you project as a member has an \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ on the organizational image as a whole.

When people first see you, before you can do or say anything, they develop a first \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Our facial expressions, eye contact, and handshake all project our \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, as does the tone/volume of our voice.

After the other person notices our appearance and nonverbal expressions, they observe our \_\_\_\_\_\_\_\_\_\_\_.

In many introductions the handshake is used. Your handshake can \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ you are a warm, yet strong person.

Your handshake is judged in five factors: (1) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, (2) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, (3) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, (4) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, (5) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

**Chapter Three: Attitudes, Self-Concept, Values, and Ethics**

An \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is a strong belief or feeling toward people, things, and situations.

Attitudes are critical to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Employers place great emphasis on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Managers with Theory \_\_\_\_\_\_\_\_\_\_\_\_ attitudes hold that employees dislike work and must be closely supervised to get them to do their work.

Managers with Theory \_\_\_\_\_\_\_\_\_\_\_ attitudes tend to look for the natural goodness in people.

Manager’s \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and the way they treat employees affect job behavior and performance.

The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Effect states that supervisor’s attitudes and expectations of employees and how they treat them largely determine their performance.

Through the positive \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ of others, people increase their level of performance.

The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ around us influences our attitudes.

We \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ what we think about, or what we think determines what happens to us.

It is difficult to change your own attitudes. It is even more difficult to change other people’s attitudes, but it \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ be done.

Things you can do to change other people’s attitudes:

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Job Satisfaction is a set of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ toward work.

Your \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ - \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is your overall attitude about yourself.

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_ - \_\_\_\_\_\_\_\_\_\_\_\_\_\_ is your belief in your capability to perform in a specific situation.

Your expectations affect your \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

A Self-Fulfilling Prophecy occurs when your \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ affect your success or failure.

Attribution Theory is how we perceive causes of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Attribution is one’s \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ that the cause of behavior is either internal or external.

You are the ultimate creator of your \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ - \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

People with a positive self-concept are happier and more \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, have better relationships, and are more productive.

Four general guidelines you can implement in your daily life to improve your self-concept:

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Action plan for building a positive self-concept:

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

A person’s \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ are the things that have worth for or are important to the individual, and a value system is the standards by which the individual lives.

Many people are seeking \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ as a means of fulfillment in their lives.

List five spiritual principles that have been useful to many leaders in their personal and professional development:

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
5. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Ethics is the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ standard of right and wrong behavior.

The use of ethical behavior is related to our \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ needs and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ traits.

Three levels of personal moral development: (1) \_\_\_\_\_\_\_\_\_\_\_\_, (2) \_\_\_\_\_\_\_\_\_\_\_\_, (3) \_\_\_\_\_\_\_\_\_\_\_\_.

People respond to “incentives” and can be \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to do ethical or unethical things based on the situation’s circumstances.

Highly competitive and unsupervised situations increase the odds of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ behavior.

Several thinking processes used to justify unethical behavior:

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
5. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
6. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
7. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Most people understand right from wrong behavior and have a conscience, or they live by a personal \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

When making decisions, try to meet the goal of human relations by creating a \_\_\_\_\_\_\_\_\_ - \_\_\_\_\_\_\_\_\_ situation for all involved.