

Introduction and Chapter 1 Study Guide

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Introduction

1. In the discussion on making commitments, what is the relationship between commitments and improving your self-esteem? What is the “useful guideline” regarding making commitments?
2. Describe the ways that people fool themselves about being honest with themselves and others regarding commitments.
3. Why is it important to set goals? Why do some people unconsciously avoid setting goals? List the guidelines for effective goal setting.
4. What does it mean to think critically? Why is it important to think critically? List guidelines for thinking critically.

Chapter 1

1. Describe the ten basic human relations principles presented at the beginning of Chapter 1.
2. How do filters affect communication? What does the following statement mean: “The meaning of any communication is the response you get”?
3. Describe the features of good group communication. Include features of good listening as well as those of good speaking.

4. Describe the elements of nonverbal communication presented in the book.
5. Describe the differences in men's and women's communication patterns.
6. What are the effects of positive and negative self-talk on behavior?
7. What is shyness? What causes it? What are ways to overcome it? What is the relationship between fear and energy?
8. Describe the differences between passive, aggressive, and assertive behavior.

9. Describe seven ways to develop assertiveness skills.
10. Describe the potential advantages and disadvantages of social networking.
11. Describe the impact of multi-tasking on productivity.
12. With regard to diversity, what is the difference between assimilation and pluralism?
13. Why is it increasingly important to develop diversity consciousness? Describe some ways to develop diversity consciousness.