

Chapter 3 Study Guide

Human Relations, 5th Ed, 2013, Ford and Arter

By the end of the chapter I want you to know the following. You can use this list to organize your note-taking.

1. Personality

1a. What is personality? What is temperament? Describe the three basic temperaments defined by developmental psychologists.

1b. Describe the five schools of thought regarding personality development.

1c. What is the importance of the “Big Five” personality traits?

5. List three reasons why a person might be *afraid of success*. What does it mean to be “crablike?” What is *fear of failure*? Why might a person want to overcome fear of failure? List three things to remember to help overcome a fear of failure?

6. What is the importance of self-talk and thinking patterns when trying to expand one’s comfort zone? What is *black and white thinking*?

7. Accountability:

7a. What does it mean to take on the *victim role*? Why do some people take on the victim role? What is the *elephant-in-a-bottle syndrome*? What is the *leaf-in-the-wind* theory?

7b. What is the *100% accountable game*? What does it mean to be *captain-of-your-ship*? What are the benefits of playing the *100% accountable game* as opposed to playing the *victim role*?

8. People who successfully heal from events over which they have no control are able to reframe the event by asking which two questions?

9. What are the *seven habits of highly effective people*? Why is it important to understand them?