

Chapter 4 Study Guide
Human Relations, 5th Ed, 2013, Ford and Arter

1. What are the functions of emotions? Describe the four components of emotions.
2. What are the 10 building blocks of emotions?
3. What is *associating* and what do you use it for? What is *dissociating* and what do you use it for? Describe techniques for increasing emotions (associating) and decreasing emotions (dissociating).

8. What can happen when anger is suppressed? What is the goal of anger management? Describe six ways to control anger.

9. What is guilt? What are the differences between *constructive* and *destructive* guilt?

10. Describe five steps in managing guilt.

11. Why do people inhibit themselves when it comes to expressing sadness? What can be the results of unexpressed sadness?

12. What is *emotional intelligence*, and why is it important? Describe five related factors that contribute to emotional intelligence.

