**Chapter 3—Attitude**

**TRUE/FALSE**

1. Attitude is your outlook on lifehow you respond to people and events.

2. Attitudes drive your behavior.

3. People who tend to be pessimistic often exhibit positive attitudes.

4. A negative event is usually all encompassing and impacts both your work and personal life.

5. Your mentor, friends, and family can change your negative attitude to a positive attitude.

6. A step to changing your attitude is to visualize the attitude you want to improve.

7. A positive attitude can place you in a position of power.

8. One person's attitude typically does not influence the attitudes of others in the workplace.

9. Negative attitudes are productive.

10. Confidence, warmth, enthusiasm, and patience are considered productive attitudes.

11. Your attitude can cause others to be drawn to you.

12. Emotion is a state of feeling or a conscious mental negative reaction.

13. Attitudes are complex and develop over time.

14. Laughter brings the focus away from negative emotions.

15. Morale is a sense of common purpose within a group.

16. Envy is a productive attitude.

17. Kindheartness is an unproductive attitude.

18. It is not essential that you cope with the attitudes of others.

19. Your actions (behavior) and body language are a result of your mental attitude.

20. Negative situations will end and are not all encompassing.

**MULTIPLE CHOICE**

21. Learning is categorized into three types

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| a. | knowledge, behaviors, and attitudes. |
| b. | knowledge, skills, and attitudes. |
| c. | attitudes, emotions, and goals. |
| d. | emotions, knowledge, and attitudes. |

22. When thinking about attitudes, it is important to remember that

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| a. | only you control what you think. |
| b. | attitudes can and do change over time. |
| c. | your attitude affects others. |
| d. | all of these choices. |

23. People with a high degree of optimism typically view events in their daily lives as

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| a. | negative. |
| b. | boring. |
| c. | positive. |
| d. | none of these choices. |

24. An attitude change can take place based on

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| a. | new knowledge. |
| b. | experiences. |
| c. | a sincere desire to change. |
| d. | all of these choices. |

25. Use the image of your ideal personality as a

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| a. | way to create enthusiasm. |
| b. | model for your negative behavior. |
| c. | model for your behavior. |
| d. | none of these choices. |

26. When you exhibit an attitude, you

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| a. | do not necessarily impact others. |
| b. | affect only yourself. |
| c. | transmit a message that everyone understands. |
| d. | none of these choices. |

27. An example of unproductive attitude could be

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| a. | confidence. |
| b. | willingness to learn. |
| c. | warmth and enthusiasm. |
| d. | impatience. |

28. An example of a productive attitude could be

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| a. | rudeness. |
| b. | sarcasm. |
| c. | envy. |
| d. | none of these choices. |

29. You can create a positive atmosphere around yourself by

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| a. | taking a positive approach. |
| b. | saying something pleasant. |
| c. | smiling. |
| d. | all of these choices. |

30. The one person you can change is

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| a. | your mentor. |
| b. | you. |
| c. | a coworker. |
| d. | your supervisor. |

31. Attitude is extremely important because it drives your

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| a. | frustration level. |
| b. | productivity level. |
| c. | morale. |
| d. | behavior. |

32. When emotion accompanies an event time after time, it creates

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| a. | feelings of jealousy. |
| b. | an attitude. |
| c. | a morale problem. |
| d. | a behavior issue. |

33. A positive attitude

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| a. | gives you more energy. |
| b. | helps you focus on failures. |
| c. | decreases your ability to focus on your work. |
| d. | None of these choices. |

34. You can create a positive attitude around you by

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| a. | quoting popular negative phrases. |
| b. | assisting others in spreading gossip. |
| c. | smiling. |
| d. | none of these choices. |

35. Even in the face of adversity, a group working together for a common goal can have high

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| a. | levels of frustration. |
| b. | morale. |
| c. | sensitivity. |
| d. | none of these choices. |

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33. A
34. C
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