

STUDY GUIDE – Answers

14: Social Psychology

Social Thinking

1. social psychologists
2. attribution; dispositional attribution; situational attribution
3. underestimate; attention; fundamental attribution error; weaker; reversed

Our attributions-to individuals' dispositions or to situations-have important practical consequences. A hurtful remark from an acquaintance, for example, is more likely to be forgiven if it is attributed to a temporary situation than to a mean disposition.

4. attitudes; central route persuasion; faster; peripheral route
5. actions (or behavior); foot-in-the-door
6. role
7. changes
8. cognitive dissonance; Leon Festinger
9. dissonance; attitudes

Social Influence

1. mimic; mood linkage
2. suggestibility
3. highly publicized
4. conformity
5. Solomon Asch
6. were
7. normative social influence
8. informational social influence
9. Stanley Milgram; complied; similar to Obedience was highest when the person giving the orders was close at hand and perceived to be a legitimate authority figure, the authority figure was supported by a prestigious institution, the victim was depersonalized or at a distance, and when there were no role models for defiance.
10. foot-in-the-door
11. social; ordinary; conform; obey
12. social facilitation; easy; likely
13. amplified
14. less hard; social loafing
15. deindividuation
16. increase
17. group polarization; Internet
18. groupthink
19. culture
20. innovation; language; labor
21. norms
22. personal space

Most North Americans, the British, and Scandinavians prefer more personal space than do Latin Americans, Arabs, and the French. Cultural differences in expressiveness and the pace of life often create misunderstandings. For example, people with northern European roots may perceive people from Mediterranean cultures as warm and charming but inefficient, while Mediterraneans may see the northern Europeans as efficient but emotionally cold.

23. faster; gene pool
24. social control; personal control
25. minority influence
26. unswerving

Social Relations

1. unjustifiable; negative; stereotypes
2. beliefs; emotions; action
3. attitude; discrimination; behavior
4. less
5. have; associations
6. implicit; racial category; race-based
7. facial; amygdala
8. women; nurturant; sensitive; aggressive
9. justifying
10. blame
11. social identities
12. ingroup bias; ingroup; outgroup
13. death; world
14. scapegoat
15. open; accepting
16. categorization; overestimate; other-race effect
17. overgeneralize
18. just-world; hindsight bias
19. any physical or verbal behavior intended to hurt or destroy; do not
20. biology; experience
21. do not
22. varies
23. bred
24. do; Y; frontal lobes; impulses
25. neural; hormones
26. testosterone; decreased
27. irritability; frustration; assertiveness; impulsiveness; delinquency; drug use; frustration; decrease; increases
28. alcohol
29. frustration-aggression
30. physical pain, personal insults, foul odors, hot temperatures, cigarette smoke
31. rewards; observation (or imitation); ostracized
32. rich; poor; father care
33. difficult; aggression-replacement
34. desensitize; prime
35. some women invite or enjoy rape; accept

Pornography tends to portray women as enjoying being the victims of sexual aggression, and this perception increases the acceptance of coercion in sexual relationships. Repeatedly watching X-rated films also makes one's partner seem less attractive, makes a woman's friendliness seem more sexual, and makes sexual aggression seem less serious.

The study by Dolf Zillman and Jennings Bryant found that after viewing sexually explicit films for several weeks, undergraduates were more likely to recommend a lighter prison sentence for a convicted rapist than were those who viewed nonerotic films.

36. sexual violence; social scripts
37. hostile; arguments; fights; grades
38. disconfirm; catharsis hypothesis; more

39. biological; psychological; social-cultural
40. proximity
41. increases; mere exposure; adaptive; prejudice; automatic
42. appearance
43. Attractive people are perceived as happier, more sensitive, more successful, and more socially skilled.
44. is not
45. youthful; mature; dominant; affluent; large; small; symmetrical
46. attitudes, beliefs, interests, religion, race, education, intelligence, smoking behavior, economic status, age

A reward theory of attraction says that we are attracted to, and continue relationships with, those people whose behavior provides us with more benefits than costs. Proximity makes it easy to enjoy the benefits of friendship at little cost, attractiveness is pleasing, and similarity is reinforcing to us.

47. passionate; companionate
48. arousal; cognitive
49. were
50. equity; self-disclosure
51. altruism

An example of altruism is giving food and shelter to people displaced by an earthquake, hurricane, or other major disaster without expectation of reward.

52. notice; interpret; assume responsibility
53. less
54. less; bystander effect

People are most likely to help someone when they have just observed someone else being helpful; when they are not in a hurry; when the victim appears to need and deserve help; when they are in some way similar to the victim; when in a small town or rural area; when feeling guilty; when not preoccupied; and when in a good mood.

55. social exchange
56. reciprocity
57. social-responsibility
58. conflict; groups; nations
59. social traps
60. mirror-image; self-fulfilling prophecies
61. is not
62. superordinate; predicaments; “we”
63. mediator
64. Graduated; Reciprocated Initiatives; Tension Reduction; conciliatory

Progress Test 1

Multiple-Choice Questions

1. d. is the answer. In Milgram’s initial experiments, 63 percent of the subjects complied fully with the experiment. (p. 654)
2. c. is the answer. Cognitive dissonance is the tension we feel when we are aware of a discrepancy between our thoughts and actions, as would occur when we do something we find distasteful. (p.648)
 - a. Dissonance requires strongly held attitudes, which must be perceived as not fitting behavior.
 - b. Dissonance is a personal cognitive process.
 - d. In such a situation the person is less likely to experience dissonance, since the action can be attributed to “having no choice.”
3. d. is the answer. In such groups, discussion usually strengthens prevailing opinion; this phenomenon is known as group polarization. (p. 659)

- a. Minority opinions, especially if consistently and firmly stated, can sway the majority in a group.
 - b. Group polarization, or the strengthening of a group's prevailing tendencies, is most likely in groups where members agree.
 - c. When groupthink occurs, there is so much consensus that decision making becomes less effective.
4. c. is the answer. (p. 652)
 5. c. is the answer. (p. 671)
 6. d. is the answer. (p. 659)
 - a. Groupthink refers to the mode of thinking that occurs when the desire for group harmony overrides realistic and critical thinking.
 - b. Cognitive dissonance refers to the discomfort we feel when two thoughts (which include the knowledge of our behavior) are inconsistent.
 - c. Empathy is feeling what another person feels.
 7. d. is the answer. Normative social influence refers to influence on behavior that comes from a desire to look good to others. Subjects who were observed conformed because they didn't want to look like oddballs. (p. 653)
 - a. Social facilitation involves performing tasks better or faster in the presence of others.
 - b. Overjustification occurs when a person is rewarded for doing something that is already enjoyable.
 - c. Informational social influence is the tendency of individuals to accept the opinions of others, especially in situations where they themselves are unsure.
 8. d. is the answer. Role models for defiance reduce levels of obedience. (p. 655)
 - a. & c. These did not result in diminished obedience.
 - b. This "depersonalization" of the victim resulted in increased obedience.
 9. b. is the answer. Aggression is any behavior, physical or verbal, that is intended to hurt or destroy. (p. 670)
 - a. A person may accidentally be hurt in a nonaggressive incident; aggression does not necessarily prove hurtful.
 - c. Verbal behavior, which does not result in physical injury, may also be aggressive. Moreover, acts of aggression may be cool and calculated, rather than hostile and passionate.
 10. a. is the answer. The very wide variations in aggressiveness from culture to culture indicate that aggression cannot be considered an unlearned instinct. (p. 671)
 11. d. is the answer. (p. 672)
 12. a. is the answer. (p. 674)
 13. d. is the answer. This phenomenon is known as the bystander effect. (p. 685)
 - a. This answer is incorrect because individuals are less likely to render assistance at all if others are present.
 - b. Although people are less likely to assume responsibility for helping, this does not mean that they are less empathic.
 - c. This answer is incorrect because norms such as the social responsibility norm encourage helping others, yet people are less likely to help with others around.
 14. b. is the answer. In fact, people tend to overgeneralize from vivid cases, rather than assume that they are unusual. (p. 669) a., c., & d. Each of these is an example of a cognitive (a. & c.) or a social (d.) root of prejudice.
 15. d. is the answer. Being repeatedly exposed to novel stimuli increases our liking for them. (p.678)
 - a. For the most part, the opposite is true.
 - b. & c. The mere exposure effect concerns our tendency to develop likings on the basis, not of similarities or differences, but simply of familiarity, or repeated exposure.
 16. a. is the answer. This result supports the two-factor theory of emotion and passionate attraction, according to which arousal from any source can facilitate an emotion, depending on how we label the arousal. (p. 683)
 17. c. is the answer. Deep affection is typical of companionate love, rather than passionate love, and is promoted by equity, whereas traditional roles may be characterized by the dominance of one sex. (p. 684)
 18. a. is the answer. (p. 686)
 - b. & c. These factors would most likely decrease a person's altruistic tendencies.
 - d. There is no evidence that one sex is more altruistic than the other.
 19. a. is the answer. (p. 670)
 - b. Ingroup bias is the tendency of people to favor their own group.
 - c. The fundamental attribution error is the tendency of people to underestimate situational influences when observing the behavior of other people.
 - d. The mirror-image perception principle is the tendency of conflicting parties to form similar, diabolical images of each other.

20. b. is the answer. (p. 648)
 a. Group polarization involves group opinions.
 c. Normative and informational social influence have to do with reasons for influence.
21. a. is the answer. (p. 662)

Matching Items

- | | | |
|---------------|---------------|-------------------|
| 1. d (p. 657) | 6. f (p. 653) | 11. j (p. 685) |
| 2. c (p. 658) | 7. i (p. 653) | 12. I (p. 678) .. |
| 3. k (p. 686) | 8. h (p. 659) | 13. m (p. 646) |
| 4. g (p. 651) | 9. b (p. 664) | 14. n (p. 662) |
| 5. e (p. 668) | 10. a (p.644) | |

Progress Test 2

Multiple-Choice Questions

- a. is the answer. (p. 666)
 b. This is an example of overt prejudice.
 c. & d. These are examples of discrimination.
- b. is the answer. (p. 668)
 a. We are keenly sensitive to differences within our group, less so to differences within other groups.
 c. & d. Although we tend to look more favorably on members of the ingroup, the text does not suggest that ingroup bias extends to evaluations of abilities.
- c. is the answer. (pp. 671-672)
- c. is the answer. The mere exposure effect refers to our tendency to like what we're used to, and we're used to seeing mirror images of ourselves. (p.678)
 a. Equity refers to equality in giving and taking between the partners in a relationship.
 b. Self-disclosure is the sharing of intimate feelings with a partner in a loving relationship.
 d. Although people prefer mirror images of their faces, mirror-image perceptions are often held by parties in conflict. Each party views itself favorably and the other negatively.
- d. is the answer. (pp. 674-675)
- d. is the answer. (p. 685)
- d. is the answer. In this case, each nation has mistakenly attributed the other's action to a dispositional trait, whereas its own action is viewed as a situational response. (p. 644)
- d. is the answer. Because it provides people with an opportunity to meet, proximity is the most powerful predictor of friendship, even though, once a friendship is established, the other factors mentioned become more important. (p. 678)
- a. is the answer. (p. 674)
- c. is the answer. In this example of the fundamental attribution error, even when given the situational explanation for the woman's behavior, students ignored it and attributed her behavior to her personal disposition. (p. 644)
- d. is the answer. Our attitudes are more likely to guide our actions when other influences are minimal, especially when the attitude is stable, specific to the behavior, and easily recalled. The presence of other people would more likely be an outside factor that would lessen the likelihood of actions being guided by attitude. (p. 646)
- a. is the answer. Such justifications arise as a way to preserve inequalities. The just-world phenomenon presumes that people get what they deserve. According to this view, someone who has less must deserve less. (pp. 667, 670)
- b. is the answer. (p. 658)
 a. & c. Crowding may amplify irritability or altruistic tendencies that are already present. Crowding does not, however, produce these reactions as a general effect.
 d. In fact, just the opposite is true. Crowding often intensifies people's reactions.
- b. is the answer. (p. 663)
 a. Even if they made up a sizable portion of the group, although still a minority, their numbers would not be as important as their consistency.
 c. & d. These aspects of minority influence were not discussed in the text; however, they are not likely to help a minority sway a majority.
- a. is the answer. (p. 656)
- d. is the answer. The text emphasizes the ways in which personal and social controls interact in influencing behavior. It does not suggest that one factor is more influential than the other. (p. 663)

17. b. is the answer. (p. 692)
 - a. GRIT is a technique for reducing conflict through a series of conciliatory gestures, not for maintaining the status quo.
 - c. & d. These measures may help reduce conflict but they are not aspects of GRIT.
18. a. is the answer. As Solomon Asch's experiments demonstrated, individuals are more likely to conform when they are being observed by others in the group. The other factors were not discussed in the text and probably would not promote conformity. (p. 652)
19. d. is the answer. (p. 644)
20. d. is the answer. Group polarization, or the enhancement of a group's prevailing attitudes, promotes group think, which leads to the disintegration of critical thinking. (p. 660)
 - a. Groupthink is more likely when a leader highly favors an idea, which may make members reluctant to disagree.
 - b. A strong minority faction would probably have the opposite effect: It would diminish group harmony while promoting critical thinking.
 - c. Consulting experts would discourage groupthink by exposing the group to other opinions.
21. c. is the answer. (p. 662)

True-False Items

- | | | |
|---------------|----------------|----------------|
| 1. T (p. 644) | 6. T (p. 648) | 11. T (p. 646) |
| 2. F (p. 644) | 7. F (p. 671) | 12. F (p. 687) |
| 3. T (p. 652) | 8. F (p. 669) | 13. T (p. 662) |
| 4. T (p. 652) | 9. F (p. 658) | |
| 5. F (p. 685) | 10. T (p. 659) | |

Psychology Applied

1. d. is the answer. According to the frustration-aggression principle, the blocking of an attempt to achieve some goal-in Teresa's case, buying concert tickets-creates anger and can generate aggression. (p. 672)
 - a. Evolutionary psychology maintains that aggressive behavior is a genetically based drive. Teresa's behavior clearly was a reaction to a specific situation.
 - b. Deindividuation refers to loss of self-restraint in group situations that foster arousal. Teresa's action has only to do with her frustration.
 - c. Reward theory views behavior as an exchange process in which people try to maximize the benefits of their behavior by minimizing the costs. Teresa's behavior likely brought her few benefits while exacting some costs, including potential injury, embarrassment, and retaliation by the clerk.
2. b. is the answer. Dissonance theory focuses on what happens when our actions contradict our attitudes. (p. 648)
 - a. Attribution theory holds that we give causal explanations for others' behavior, often by crediting either the situation or people's dispositions.
 - c. Reward theory maintains that we continue relationships that maximize benefits and minimize costs. This has nothing to do with relationships.
 - d. This is not a theory of social influence.
3. d. is the answer. Social facilitation, or better performance in the presence of others, occurs for easy tasks but not for more difficult ones. For tasks such as proofreading, typing, playing an instrument, or giving a speech, the arousal resulting from the presence of others can lead to mistakes. (p. 657)
4. a. is the answer. Group polarization means that the tendencies within a group-and therefore the differences among groups-grow stronger over time. Thus, because the differences between the sorority and nonsorority students have increased, Jane and Sandy are likely to have little in common. (p. 659)
 - b. Groupthink is the tendency for realistic decision making to disintegrate when the desire for group harmony is strong.
 - c. Deindividuation is the loss of self-restraint and self-awareness that sometimes occurs when one is part of a group.
 - d. Social facilitation refers to improved performance of a task in the presence of others.
5. d. is the answer. Sherif found that hostility between two groups could be dispelled by giving the groups superordinate, or shared, goals. (p.690)
 - a. Although reducing the likelihood of mirror-image perceptions might reduce mutually destructive behavior, it would not lead to positive feelings between the groups.

- b. Such segregation would likely increase ingroup bias and group polarization, resulting in further group conflict.
c. Contact by itself is not likely to reduce conflict.
6. c. is the answer. Prior commitment to an opposing view generally tends to work against conformity. In contrast, large group size, prestigiousness of a group, and an individual's feelings of incompetence and insecurity all strengthen the tendency to conform. (p. 652)
7. c. is the answer. People tend to overestimate the similarity of people within groups other than their own. Thus, Juan is not likely to form stereotypes of fitness enthusiasts (a.), political liberals (b.), or older adults (d.) because these are groups to which he belongs. (p. 664)
8. c. is the answer. According to the scapegoat theory, when things go wrong, people look for someone on whom to take out their anger and frustration. (p. 669)
a. These campers are venting their frustration on a member of their own cabin group (although this is not always the case with scapegoats).
b. Prejudice refers to an unjustifiable and usually negative attitude toward another group.
d. Catharsis is the idea that releasing aggressive energy relieves aggressive urges.
9. a. is the answer. As illustrated by Maria's decision to stop buying aerosol products, informational social influence occurs when people have genuinely been influenced by what they have learned from others. (p. 653)
b. Had Maria's behavior been motivated by the desire to avoid rejection or to gain social approval (which we have no reason to suspect is the case), it would have been an example of normative social influence.
c. Deindividuation refers to the sense of anonymity a person may feel as part of a group.
d. Social facilitation is the improvement in performance of well-learned tasks that may result when one is observed by others.
10. d. is the answer. The couple's similar, and presumably distorted, feelings toward each other fuel their conflict. (p. 689)
a. Self-disclosure, or the sharing of intimate feelings, fosters love.
b. Stereotypes are overgeneralized ideas about groups.
c. A social norm is an understood rule for expected and accepted behavior.
11. d. is the answer. In this situation, the counterattitudinal behavior is performed voluntarily and cannot be attributed to the demands of the situation. (p. 648) a., b., & c. In all of these situations, the counterattitudinal behaviors should not arouse much dissonance because they can be attributed to the demands of the situation.
12. d. is the answer. The fundamental attribution error refers to the tendency to underestimate situational influences in favor of this type of dispositional attribution when explaining the behavior of other people. (p. 644) a., b., & c. These are situational attributions.
13. a. is the answer. (p. 668)
b. Prejudices are unjustifiable and usually negative attitudes toward other groups. They may result from an ingroup bias, but they are probably not why students favor their own school.
c. Scapegoats are individuals or groups toward which prejudice is directed as an outlet for the anger of frustrated individuals or groups.
d. The just-world phenomenon is the tendency for people to believe others/I get what they deserve."
14. c. is the answer. Deindividuation involves the loss of self-awareness and self-restraint in group situations that involve arousal and anonymity, so (a.) and (c.) cannot be right. (p. 659)
15. d. is the answer. Hundreds of experiments indicate that first impressions are most influenced by physical appearance. (p. 680)
16. a. is the answer. According to the two-factor theory, physical arousal can intensify whatever emotion is currently felt. Only in the situation described in a. is Joan likely to be physically aroused. (p. 683)
17. c. is the answer. (pp. 671-672)
a. & b. Biology is an important factor in aggressive behavior. This includes genetics, which means identical twins would have similar temperaments.
d. Just the opposite is true.
18. a. is the answer. Friends and couples are much more likely than randomly paired people to be similar in views, interests, and a range of other factors. (p. 682)
b. The opposite is true.
c. The mere exposure effect demonstrates that familiarity tends to breed fondness.
d. This is unlikely, given the positive effects of proximity and intimacy.
19. c. is the answer. (p. 664)

- a. The ingroup bias is the tendency to favor one's own group.
 - b. Groupthink refers to the unrealistic thought processes and decision making that occur within groups when the desire for group harmony becomes paramount.
 - d. The fundamental attribution error is our tendency to underestimate the impact of situations and to overestimate the impact of personal dispositions on the behavior of others.
20. b. is the answer. In the foot-in-the-door phenomenon, compliance with a small initial request, such as wearing a lapel pin, later is followed by compliance with a much larger request, such as collecting petition signatures. (p. 647)
21. b. is the answer. (p. 662)

Essay Question

Your discussion might focus on some of the following topics: normative social influence; conformity, which includes suggestibility; obedience; group polarization; and groupthink.

As a member of any group with established social norms, individuals will often act in ways that enable them to avoid rejection or gain social approval. Thus, a fraternity or sorority pledge would probably be very suggestible and likely to eventually conform to the attitudes and norms projected by the group-or be rejected socially. In extreme cases of pledge hazing, acute social pressures may lead to atypical and antisocial individual behaviors-for example, on the part of pledges complying with the demands of senior members of the fraternity or sorority. Over time, meetings and discussions will probably enhance the group's prevailing attitudes (group polarization). This may lead to the unrealistic and irrational decision making that is groupthink. The potentially negative consequences of groupthink depend on the issues being discussed, but may include a variety of socially destructive behaviors.

Key Terms

1. Social psychology is the scientific study of how we think about, influence, and relate to one another. (p. 643)
2. Attribution theory deals with our causal explanations of behavior. We attribute behavior to the individual's disposition or to the situation. (p.644)
3. The fundamental attribution error is our tendency to underestimate the impact of situations and to overestimate the impact of personal dispositions upon the behavior of others. (p. 644)
4. Attitudes are feelings, often influenced by our beliefs, that may predispose us to respond in particular ways to objects, people, and events. (p.646)
5. Central route persuasion occurs when people respond favorably to arguments as a result of engaging in systematic thinking about an issue. (p.646)
6. Peripheral route persuasion occurs when people are influenced by more superficial and incidental cues, such as a speaker's reputation or appearance. (p. 646)
7. The foot-in-the-door phenomenon is the tendency for people who agree to a small request to comply later with a larger request. (p. 647)
8. A role is a set of expectations (norms) about how people in a specific social position ought to behave. (p. 647)
9. Cognitive dissonance theory refers to the theory that we act to reduce the psychological discomfort we experience when our behavior conflicts with what we think and feel or, more generally, when two of our thoughts are inconsistent. This is frequently accomplished by changing our attitude rather than our behavior. (p. 648)

Memory aid: Dissonance means "lack of harmony." Cognitive dissonance occurs when two thoughts, or cognitions, are at variance with one another.

10. Conformity is the tendency to change one's thinking or behavior to coincide with a group standard. (p. 651)
11. Normative social influence refers to influence that results from a person's desire to avoid rejection or gain social approval. (p. 653)

Memory aid: Normative means "based on a norm, or pattern, regarded as typical for a specific group." Normative social influence is the pressure groups exert on the individual to behave in ways acceptable to the group standard.

12. Informational social influence results when a person is willing to accept others' opinions about reality. (p. 653)
13. Social facilitation is stronger performance of simple or well-learned tasks that occurs when other people are present. (p. 657)
14. Social loafing is the tendency for individual effort to be diminished when one is part of a group working toward a common goal. (p. 658)
15. Deindividuation refers to the loss of self-restraint and self-awareness that sometimes occurs in group situations that foster arousal and anonymity. (p. 659)

Memory aid: As a prefix, de-indicates reversal or undoing. To deindividuate is to undo one's individuality.

16. Group polarization refers to the enhancement of a group's prevailing tendencies through discussion, which often has the effect of accentuating the group's differences from other groups. (p.659)

Memory aid: To polarize is to "cause thinking to concentrate about two poles, or contrasting positions."

17. Groupthink refers to the unrealistic thought processes and decision making that occur within groups when the desire for group harmony overrides a realistic appraisal of alternatives. (p. 660)

Example: The psychological tendencies of self-justification, conformity, and group polarization foster the development of the "team spirit" mentality known as groupthink.

18. A culture is the enduring behaviors, ideas, attitudes, values, and traditions shared by a group of people and transmitted from one generation to the next. (p. 661)
19. Norms are understood rules for accepted and expected behavior. (p. 662)
20. Personal space refers to the buffer zone that people like to maintain around their bodies. (p. 662)
21. Prejudice is an unjustifiable (and usually negative) attitude toward a group and its members. (p.664)
22. A stereotype is a generalized (sometimes accurate but often overgeneralized) belief about a group of people. (p. 664)
23. Discrimination is unjustifiable negative behavior toward a group or its members (p. 664)
24. The ingroup refers to the people and groups with whom we share a common identity. (p. 668)
25. The outgroup refers to the people and groups that are excluded from our ingroup. (p. 668)
26. The ingroup bias is the tendency to favor our own group. (p. 668)
27. The scapegoat theory proposes that prejudice provides an outlet for anger by finding someone to blame. (p. 669)
28. The other-race effect is our tendency to recall the faces of our own race more accurately than those of other races. (p. 669)
29. The just-world phenomenon is a manifestation of the commonly held belief that good is rewarded and evil is punished. The logic is indisputable: "If I am rewarded, I must be good." (p. 670)
30. Aggression is any physical or verbal behavior intended to hurt or destroy. (p. 670)
31. The frustration-aggression principle states that aggression is triggered when people become angry because their efforts to achieve a goal have been blocked. (p. 672)
32. The mere exposure effect refers to the fact that repeated exposure to an unfamiliar stimulus increases our liking of it. (p. 678)
33. Passionate love refers to an aroused state of intense positive absorption in another person, especially at the beginning of a relationship. (p.683)
34. Companionate love refers to a deep, affectionate attachment to those with whom we share our lives. (p. 684)
35. Equity refers to the condition in which there is mutual giving and receiving between the partners in a relationship. (p. 684)

36. Self-disclosure refers to a person's sharing intimate feelings with another. (p. 684)
37. Altruism is unselfish regard for the welfare of others. (p. 685)
38. The bystander effect is the tendency of a person to be less likely to offer help to someone if there are other people present. (p. 686)
39. Social exchange theory states that our social behavior revolves around exchanges, in which we try to minimize our costs and maximize our benefits. (p. 687)
40. The reciprocity norm is the expectation that people will help those who have helped them. (p.687)
41. The social-responsibility norm is the expectation that people will help those who depend on them. (p.687)
42. Conflict is a perceived incompatibility of actions, goals, or ideas between individuals or groups. (p.688)
43. A social trap is a situation in which conflicting parties become caught in mutually destructive behaviors because each persists in pursuing its own self-interest. (p. 688)
44. Mirror-image perceptions are the negative, mutual views that conflicting people often hold about one another. (p. 689)
44. A self-fulfilling prophecy is a belief that leads to its own fulfillment. (p. 689)
45. Superordinate goals are mutual goals that require the cooperation of individuals or groups otherwise in conflict. (p. 690)
46. GRIT (Graduated and Reciprocated Initiatives in Tension-Reduction) is a strategy of conflict resolution based on the defusing effect that conciliatory gestures can have on parties in conflict. (p. 692)