

## Glossary

**actor–observer effect** The tendency to make dispositional attributions for behavior is more evident when we explain other people’s behavior than when we explain our own behavior.

**affiliation** The desire to seek the company of others.

**aggression** Behavior intended to physically or psychologically harm another person.

**altruism** The act of helping others without regard to whether one will derive any sort of personal benefit.

**anchoring and adjustment heuristic** A tendency to make judgments by beginning with an initial estimate (an anchor) and then adjusting this estimate to reach a final decision.

**applied research** Research undertaken to solve some problem or achieve some practical benefit.

**approach–approach conflict** Conflict between two equally pleasant alternatives.

**approach–avoidance conflict** Conflict involving a single choice that has both positive (approach) and negative (avoidance) properties.

**associationism** A philosophical doctrine maintaining that complex ideas are the sum of smaller, more elemental ideas joined together.

**assortative mating** A tendency for two people who are married to be similar to each other on a variety of physical and psychological variables.

**attitudes** Evaluative reactions to people, issues, or objects.

**augmenting principle** When making attributions, people tend to decide that behavior must be due to a dispositional cause when a person behaves in a manner that is inconsistent with the requirements of the situation.

**availability heuristic** The tendency to make a decision on the basis of information that readily comes to mind.

**aversive racism** A genuine desire to be nonprejudiced accompanied by negative feelings toward outgroup members.

**avoidance–avoidance conflict** Conflict between two equally unpleasant alternatives.

**balance theory** A social psychological theory that asserts that people strive to maintain cognitive balance in their interpersonal relationships. Balance is maintained when people are associated with things they like and disassociated with things they don’t like.

**base-rate fallacy** A tendency to make likelihood judgments based on representativeness rather than on sample prevalence.

**basic research** Research undertaken to understand a phenomenon.

**behavioral confirmation effect** The result that occurs when our expectations about another person lead us to act in ways that confirm our expectancies.

**behaviorism** A school of psychological thought characterized by three assumptions: (1) psychologists should study only directly observable behavior, (2) thoughts do not influence behavior, and (3) sensory pleasure is reinforcing.

**belief in a just world** The tendency to blame people for their misfortunes because of the belief that good things happen to good people, and bad things happen to bad people.

**belief perseverance effect** The tendency for people to cling to their beliefs even after they learn that the evidence underlying these beliefs is flawed.

**benevolent sexism** The belief that women are pure creatures who should be pampered, protected, and placed on a pedestal.

**better-than-most effect** The tendency of most people to think they have more positive (and fewer negative) qualities than do most other people.

**bottom-up processing** The act of basing judgments on data rather than on inference.

**bullying** A persistent pattern of behavior in which one person intentionally abuses another by means of verbal taunts or acts of teasing, physical assaults, deliberate exclusion from social activities, or attempts to sabotage his or her social relationships by spreading malicious gossip and rumors.

**bystander effect** The tendency for the presence of other people to inhibit helping.

**catharsis hypothesis** Hypothesis that states that aggressive needs can be satisfied by exhibiting or witnessing aggression.

**cathexis** In Freudian theory, psychological energy invested in a desired object.

**causal attributions** The explanations we make for the events we observe.

**central route to attitude change** Process that occurs when people are motivated *and* able to think carefully about a message.

**central traits** Traits capable of completely altering the impression we

- form of another person, such as a person's warmth.
- classical conditioning** A process of learning in which two stimuli become associated through similarity or temporal contiguity.
- cognitive dissonance** An aversive state of arousal that arises when two or more cognitions are inconsistent with one another.
- cognitive heuristics** Efficient problem-solving strategies that generally yield accurate solutions but can produce judgmental errors.
- cognitive response theory** Theory that states that all attitude change occurs as a result of the thoughts a person has while receiving a persuasive appeal.
- commons dilemma** A social dilemma in which individuals must decide how much of a shared commodity to use.
- communal relationships** Relationships in which members pledge to be responsive to one another's needs without keeping track of whether their own costs match their benefits.
- companionate love** A deep, abiding attachment, characterized by feelings of caring, affection, and respect.
- comparison level (CL)** In Kelley and Thibaut's (1978) interdependence model, the minimum outcome level one finds satisfactory.
- comparison level of alternatives (CL<sub>alt</sub>)** In Kelley and Thibaut's (1978) interdependence model, the outcome level one believes one could obtain in alternative relationships.
- compliance** A change in behavior in response to a direct request.
- confederate** In an experiment, an accomplice of the experimenter who pretends to be a regular participant.
- confound** An uncontrolled variable that affects our dependent variable. Also called a confounding variable.
- contingency theory of leadership** Theory that states that leadership effectiveness depends on the match between leadership style and situational control.
- correlational research** Research undertaken to discover the association between two or more naturally occurring variables.
- correspondence bias** See *fundamental attribution error*.
- correspondent inference** An attribution for behavior to a corresponding disposition.
- counterfactual thinking** A tendency to believe that a different outcome would have occurred if different events had taken place.
- culture** Socially constructed and socially transmitted confederation of beliefs, values, goals, norms, traditions, and institutions.
- defensive pessimism** The fear that one is apt to fail despite a strong history of success.
- deindividuation** A diminished state of self-awareness that can arise when individuals become part of a group.
- demand characteristics** Cues in an experimental setting that lead participants to believe a particular behavior is expected or demanded.
- dependent variable** In an experiment, the variable the experimenter measures.
- diffusion-of-responsibility effect** The belief that we don't need to help in an emergency because other people will do so.
- discounting principle** When making attributions, people tend to discount the role of a dispositional factor when an obvious situational cause is present.
- discrimination** A tendency to behave negatively toward a social group and its members.
- displacement** Aggression directed against a person who is not the source of our anger.
- dispositional attribution** The tendency to attribute behavior to an enduring, inherent personal quality, such as a person's character, personality, or ability.
- double-blind study** A study in which neither the participant nor the experimenter knows which condition the participant is in.
- drive** An internal need that stimulates an organism to act.
- egoism** A philosophical doctrine that maintains that people always act out of self-interest.
- emotional theories of attitude formation** Theories that assume that emotions are primary in the formation of attitudes and that attitudes arise independent of beliefs.
- empathy** The capacity to take the perspective of another person.
- empiricism** A philosophical school of thought that maintains that truth is acquired through sensory experience.
- equity theory** A social exchange theory that asserts that people seek and are most satisfied with an interpersonal relationship when their own benefits/costs ratio equals their partner's benefits/costs ratio.
- evaluation apprehension** Participants' concern about being evaluated or judged during an experiment.
- exchange relationships** Relationships in which members give with an expectation that they will receive a comparable benefit in the near future.
- excitation transfer theory** Theory that states that arousal generated from one stimulus can "spill over" and intensify an emotional reaction to a different stimulus.
- experimental research** Research undertaken to discover whether one variable causes another.
- experimenter expectancy effects** A process by which experimenters unwittingly lead participants to confirm the experimenters' hypothesis.
- explicit attitudes** Consciously accessible attitudes that can be misrepresented by self-report.
- expressiveness** The ability to effectively send nonverbal messages.

**extended self** Objects, people, and groups that are part of the self-concept.

**external validity** A standard for evaluating research. Research has high external validity if the findings can be generalized to other participants in other situations.

**false-consensus effect** The tendency to believe that our opinions and shortcomings are relatively common.

**false-uniqueness effect** The tendency to believe that our strengths and virtues are rare and distinctive.

**field setting** Any naturally occurring environment in which scientists conduct research.

**forewarning effects** People who learn that a person is going to attempt to persuade them are better able to resist attitude change, provided that they are allowed to generate counterarguments before persuasion begins.

**frustration-aggression hypothesis** Hypothesis that states that frustration *always* produces aggression and aggression is *always* the result of frustration.

**fundamental attribution error** When making attributions, the tendency to underestimate the importance of situational causes and overestimate the importance of dispositional ones. Also called correspondence bias.

**gambler's fallacy** The tendency to believe that random events are self-correcting.

**graduated and reciprocated**

**initiative in tension reduction (GRIT)** A strategy for resolving a mixed-motive dilemma, in which one party announces its intention to cooperate and then behaves cooperatively. If exploited, the party temporarily retaliates, then resumes cooperative behavior.

**group polarization effect** A tendency for group decisions to be more

extreme than the decisions of individuals.

**group** An interdependent collection of individuals who interact and possess a shared identity.

**group selection** Mechanism operating as part of natural selection whereby groups with helpful individuals were more apt to survive, and those who helped were rewarded by being allowed to mate more freely.

**groupthink** A group decision-making style characterized by a tendency to value group harmony more than effective decision making.

**halo effect** The belief that positive traits go together in people.

**hedonism** A philosophical doctrine maintaining that sensory pleasure is the goal of life.

**helping** A prosocial behavior intended to alleviate another person's distress.

**hindsight bias** A bias that occurs when people overestimate the probability that a known outcome would occur.

**hostile aggression** Reactive aggression, fueled by anger, whose ultimate aim is to inflict injury on another person.

**hostile attribution bias** A tendency to assume that provocation is intentional.

**hostile sexism** The belief that women are incompetent, overly emotional, and manipulative.

**hostility** The propensity for an individual to become angry and act aggressively.

**hypothesis** An educated guess about how two or more variables are related.

**identity influence** Conformity motivated by a desire to think of ourselves as being a certain kind of person.

**idiosyncrasy credits** Interpersonal credits a minority gains by going along with the majority.

**illusion of control** A bias that occurs when people overestimate the covariation between their actions and environmental outcomes.

**illusory correlation** A bias that occurs when people overestimate the correlation between two (or more) variables.

**implicit attitudes** Unconscious attitudes that are measured indirectly rather than by self-report.

**implicit personality theory** A schema that represents the pairing of two or more personality traits.

**independent variable** In an experiment the variable the experimenter manipulates or varies.

**informational influence** Conformity motivated by a desire to hold correct opinions and do the right thing.

**ingroup favoritism** A tendency to treat and evaluate ingroup members more favorably than outgroup members.

**inoculation effects** People who hear a two-sided message are more resistant to persuasion than those who hear a one-sided message.

**instrumental aggression** Proactive aggression in which aggression is a means to an end.

**instrumental conditioning** A process of learning in which a response is joined to a stimulus because the response has met with prior reinforcement. Also called instrumental learning.

**interaction** A statistical effect that occurs when the effect of one independent variable changes at different levels of another independent variable.

**internal validity** A standard for evaluating research. Research has high internal validity if it has clearly established that our independent variable ( $x$ ) caused our dependent variable ( $y$ ).

**introspection** A personal process in which we learn about ourselves by accessing and analyzing our thoughts and feelings.

**introspectionism** A school of psychological thought devoted to identifying the smallest elements of conscious experience.

**investments** In Rusbult's (1980, 1983) investment model, tangible and intangible things one has put into a relationship that would be lost if the relationship were dissolved.

**kin selection** An egoistic form of helping in which people help their kin in order to pass along their genes to the next generation.

**laboratory** A research setting where the experimenter has control over the kind of events that occur and the sequence in which they occur.

**law of effect** A principle of learning that maintains that behavior is guided by its previous consequences. Behaviors that have met with prior reinforcement persist, and those that have not perish.

**leadership** A reciprocal relationship in which an individual exerts social influence over cooperating individuals to promote the attainment of group goals.

**learned helplessness** A state of passivity and resignation that arises when people (and animals) believe they have no control over what happens to them.

**loneliness** A distressing emotional state caused by a lack of meaningful interpersonal relationships.

**main effect** A statistical effect that occurs when a single independent variable affects a dependent variable.

**mechanism** An assumption that thoughts play no role in guiding behavior.

**mere exposure effect** The fact that the more often we are exposed to a neutral stimulus, the more we like it.

**mere presence hypothesis** Hypothesis that states that the mere presence of others creates arousal sufficient to enhance performance at easy tasks and impair performance at difficult tasks.

**message learning approach** An approach to studying persuasion developed by the Yale Communication and Attitude Program that emphasizes that attitudes are verbal habits and are changed through incentives.

**meta-analysis** A statistical technique used to combine the results of many independent studies.

**minimal group paradigm** A procedure for testing social identity theory, in which group membership is arbitrary and participants never have any contact with one another.

**negative correlation** When increases in one variable are accompanied by decreases in another variable.

**negotiation** The process by which two or more interdependent parties attempt to resolve conflicting preferences.

**nonverbal communication** Communication that occurs through facial expressions, kinesic cues, paralinguistic cues, and proxemic cues.

**nonverbal leakage** The revelation of deception through behaviors that are difficult to control (e.g., auditory cues such as speech hesitations, vocal pitch, and speech errors).

**normative influence** Conformity motivated by a desire to win the approval of others (or avoid their disapproval).

**norms** See *social norms*.

**obedience** Compliance to the dictates of an authority figure.

**outcome level (OL)** In Kelley and Thibaut's (1978) interdependence model, the relative balance of benefits and costs that one obtains in a relationship.

**outgroup homogeneity bias** A tendency to underestimate the variability among outgroup members.

**participants** Individuals who participate in psychological research.

**passionate love** An intense emotional state, involving sexual desire, feelings of ecstasy, and perhaps anguish.

**perceptiveness** The ability to accurately read nonverbal messages.

**peripheral route to attitude change** Process that occurs when people are either unmotivated *or* unable to think about the merits of a message. The attitude change is due to factors unrelated to the perceived merits of the message.

**personal distress** An egoistic emotional reaction to another person's state of need, characterized by feelings of alarm, discomfort, and uneasiness.

**personality** Enduring, consistent, and characteristic patterns of thinking, feeling, and behaving that originate within an individual.

**phenomenology** A school of psychological thought that maintains that people's behavior is guided by the world as it appears to them.

**pluralistic ignorance** A social psychological phenomenon that occurs when people misread other people's behaviors and assume their own thoughts and feelings are unique.

**pornography** Sexually explicit material intended to cause erotic arousal.

**positive correlation** When increases in one variable are accompanied by increases in another variable.

**positivism** A methodological doctrine that asserts that an idea is true only if it can be observed to be true by multiple, objective observers.

**Prägnanz** A German word that refers to the act of perceiving so as to achieve maximum clarity.

**prejudice** A negative attitude directed toward a group and its members.

**prejudiced feelings** Negative feelings toward a group and its members.

**primacy effect** Effect that occurs when information we first learn affects our judgments more than information acquired at a later time.

**priming effect** The effect that occurs when recent experiences activate a schema.

- prisoner's dilemma** A mixed-motives dilemma in which everyone is better off cooperating, but cooperating with a competitive partner brings personal disaster.
- projection** The unconscious tendency to assume that other people possess the undesirable qualities we fear that we possess.
- proximity effect** The tendency to feel emotionally close to those who are physically near.
- psychological reactance** An aversive psychological state that arises when people perceive that their freedom of choice is restricted. People respond to this state by reasserting their freedom, leading to an increased desire for the forbidden object.
- public goods dilemma** A social dilemma in which individuals must decide how much of their own resources they will donate to a public project.
- racism** A particular form of prejudice based solely on race.
- random assignment** Used in an experiment, random assignment to conditions ensures that each subject has an equal chance of being assigned to any of the various experimental conditions.
- random sampling** A process used to select participants in a study. A sample is random only when each member of a population has an equal chance of being selected to participate.
- rape myths** Prevalent attitudes and beliefs about the nature of rape that serve to justify and excuse male sexual aggression against women.
- rationalism** A philosophical school of thought that maintains that truth is acquired through logic and reasoning.
- reactive devaluation effect** A tendency for a negotiator to believe that concessions offered by the opposition are unfairly disadvantageous to the negotiator's own side.
- realistic group conflict theory** Theory that states that prejudice arises when groups compete for scarce resources.
- reciprocal "altruism"** An egoistic form of helping in which people who helped others were more apt to receive help and thereby pass their genes on to the next generation.
- reciprocity principle** A tendency to like others who like us.
- reflected appraisal model** A model that describes the process of how we learn about ourselves by imagining how we appear in other people's eyes.
- regression to the mean** A statistical phenomenon in which extreme events tend to be followed by less extreme ones.
- relationship superiority bias** A tendency to assume that one's own romantic relationship is better than other people's.
- relative deprivation** The perception that one is relatively deprived in comparison with other people.
- representativeness heuristic** A tendency to believe that the probability of an occurrence depends on how well it matches our beliefs about what should occur.
- repression** In Freudian theory, an active force that keeps painful thoughts from gaining conscious awareness.
- scapegoating** Blaming other people inappropriately for one's own negative outcomes.
- schemas** Hypothetical cognitive structures that influence the way we process information.
- self-concept** People's ideas about who they are and what they are like.
- self-efficacy beliefs** Beliefs related to one's own ability to perform some action.
- self-enhancement motive** A universal desire to enhance feelings of self-worth and feel good about oneself.
- self-perception theory** Theory that maintains that we learn about ourselves by passively observing our own behavior.
- self-presentation** Any behavior intended to create, modify, or maintain an impression of ourselves in the minds of others.
- self-reference effect** The tendency of people to easily remember information that they have related to themselves.
- self-serving attribution bias** Bias that arises when people make dispositional attributions for their success but situational attributions for their failure.
- sexism** A form of prejudice based solely on gender.
- simulation heuristic** The tendency to judge the probability of a future event on the ease with which it can be imagined.
- situational attribution** An attribution to any factor that isn't dispositional—see *dispositional attribution*.
- situational variable** Any factor that provides the context for an event or experience.
- sleeping effect** The tendency for the persuasive impact of a low-credibility source to increase over time.
- social comparison theory** Theory that maintains that we learn about ourselves by comparing ourselves with other people.
- social dilemma** A situation in which two or more interdependent individuals face a conflict between maximizing their own interests or sacrificing their interests for the group's benefit.
- social exchange theory** A theory of interpersonal relationships that holds that people have certain goods they bring to the interpersonal marketplace and that they strive to get as much in return for these goods as they can.
- social facilitation theory** Theory that states that the mere presence of others creates arousal that enhances performance on easy tasks but impairs performance on difficult tasks.

**social identity theory** Theory that states that people strive to feel good about themselves, and one way they satisfy this goal is by believing that their group is superior to other groups.

**social influence** The process by which people affect the thoughts, feelings, and behavior of others.

**social judgment theory** Theory that states that a person's attitude serves as an anchor against which other attitude positions are compared.

**social loafing** The tendency of people to exert less effort when working with others than when working alone.

**social norms** Unwritten rules of social conduct.

**social perception** The study of how we form impressions of other people and how those impressions affect the way we act toward them.

**social psychology** The scientific study of how people perceive, affect, and relate to one another.

**social role theory** The theory that gender differences in social roles underlie gender differences in social status and behavior.

**social support** Our involvement in social activities and our perception that we can count on others for help.

**stereotype threat** The threat that arises when one fears being judged by a negative stereotype.

**stereotypes** Schemas and beliefs about the qualities that characterize members of a social group.

**stress-buffering effect** The tendency for people who enjoy high levels of social support to be better able to withstand stress than people with low levels of social support.

**subjective well-being** People's assessments of their own happiness and life satisfaction.

**sublimation** Aggression released in socially acceptable ways.

**symbolic prejudice** Prejudice directed toward any group that is viewed as violating one's values or worldview.

**sympathy** An other-directed emotional reaction to another person's state of need, characterized by feelings of concern, compassion, and tenderness.

**theories** General principles that explain why two or more variables are related.

**top-down processing** The act of using prior knowledge to guide interpretation of perceptual data.

**two-factor theory of emotion** A theory that maintains that emotional experience is comprised of two factors: physiological arousal and a cognitive label.

**values** Broad, abstract ideals that (unlike attitudes) lack a specific referent.

**volunteerism** Long-term planned helping that usually takes place in an organizational setting.

#### **“what is beautiful is good”**

**stereotype** The belief that physically attractive people have pleasing personalities.