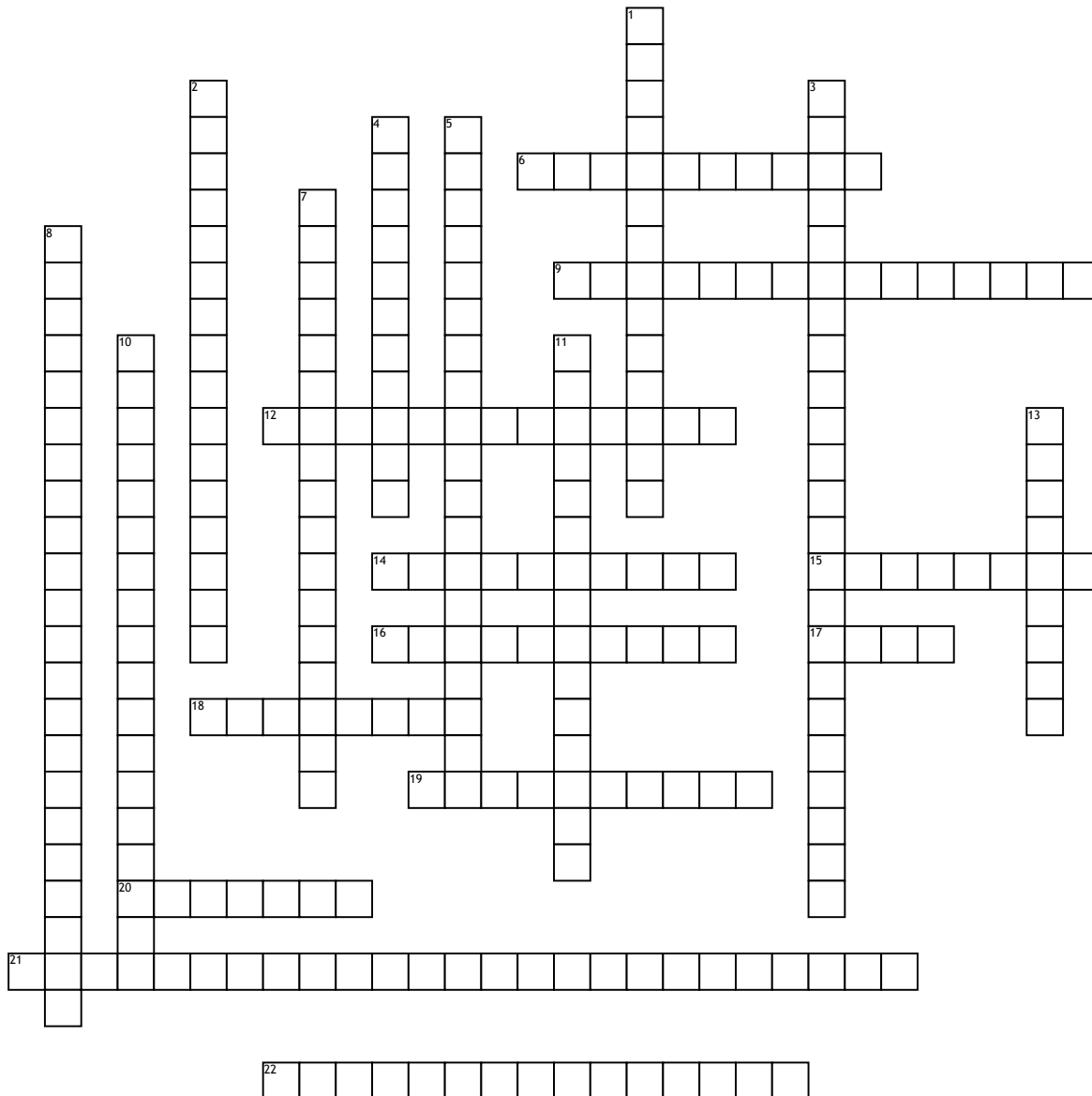


Chapter 14



Across

6. any physical or verbal behavior intended to hurt or destroy.

9. the loss of self-awareness and self-restraint occurring in group situations that foster arousal and anonymity.

12. the tendency for people in a group to exert less effort when pooling their efforts toward attaining a common goal than when individually accountable.

14. a generalized (sometimes accurate but often overgeneralized) belief about a group of people.

15. "them"- those perceived as different or apart from our group

16. the mode of thinking that occurs when the desire for harmony in a decision-making group overrides a realistic appraisal of alternatives.

17. a set of expectations about a social position, defining how those in the position ought to behave.

18. feelings, often based on our beliefs, that predispose us to respond in a particular way to objects, people, and events.

19. adjusting our behavior or thinking to coincide with a group standard.

20. "us"- people with whom we share a common identity

21. the theory that we act to reduce the discomfort (dissonance) we feel when two of our thoughts (cognitions) clash. For example, when we become aware that our attitudes and our actions don't match, we may change our attitudes so that we feel more comfortable.

22. the tendency to recall faces of one's own race more accurately than faces of other races

Down

1. unjustifiable negative behavior toward a group and its members.

2. the scientific study of how we think about, influence, and relate to one another

3. the tendency for people who have first agreed to a small request to comply later with a larger request.

4. the tendency to favor our own group

5. the tendency to believe that the world is just and people therefore get what they deserve and deserve what they get.

7. strengthening of a group's preexisting attitudes through discussions within the group.

8. the tendency, when analyzing another's behavior, to overestimate the influence of personal traits and underestimate the effects of a situation.

10. stronger responses on simple or well-learned tasks in the presence of others.

11. the theory that prejudice offers an outlet for anger by providing someone to blame

13. an unjustifiable and usually negative attitude toward a group and its members. Prejudice generally involves stereotyped beliefs, negative feelings, and a predisposition to discriminatory action.