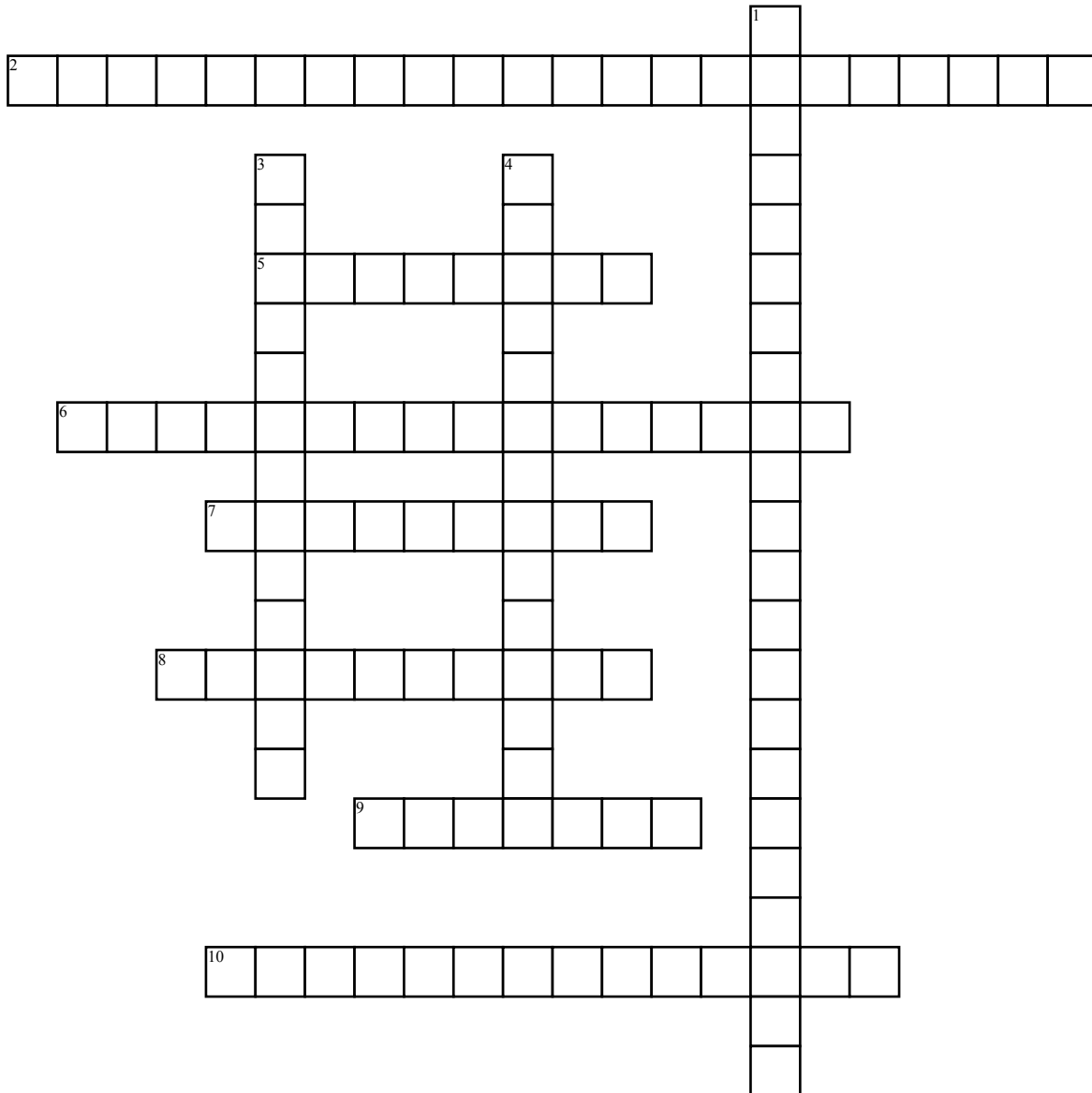


# Chapter 5



## Across

2. a point of view that begins with a false definition of a situation
5. any group to which a person does not belong
6. an investigative and observational approach that focuses on how people make sense of everyday social activities and experiences
7. areas out of sight of an audience
8. areas visible to an audience
9. the group to which a person belongs, identifies, admires, and/or feels loyalty

10. any group whose standards people take into account when evaluating something about themselves or others

## Down

1. a sociological perspective that focuses on social interactions emphasizing how those involved work to create, maintain, dismantle, and present a shared understanding of reality
3. a process by which people consciously manage their feelings
4. work that requires employees to display or suppress specific emotions