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Glossary

A

accommodation process Interacting in such a way that, despite conflict, a relationship is maintained and enhanced.

action-based model A model of cognitive dissonance stating that cognitive discrepancy generates dissonance motivation because the cognitive discrepancy has the potential to interfere with effective unconflicted action.

actor-observer bias An attribution bias showing that we prefer external attributions for our own behavior, especially if outcomes are negative, whereas observers tend to make internal attributions for the same behavior performed by others.

agenda setting The phenomenon involving the news media determining which stories are emphasized in the news.

agentic state In the agentic state, an individual becomes focused on the source of authority, tuning in to the instructions issued.

aggression Any behavior intended to inflict either psychological or physical harm on another organism or object.

aggressive script An internalized representation of an event that leads to increased aggression and the tendency to interpret social interactions aggressively.

altruism Helping behavior motivated purely by the desire to relieve a victim's suffering and not the anticipation of reward.

altruistic personality A cluster of personality traits that predisposes a person to acts of altruism.

applied research Research that has a principal aim to address a real-world problem.

attitude A mental and neural state of readiness, organized through experience, exerting a directive or dynamic influence on the individual's response to all objects and situations with which it is related.

attitude structure The fact that attitudes comprise a cognitive, affective, and behavioral component in their basic structure.

attitude survey A self-report method of measuring attitudes that involves a researcher's mailing a questionnaire to a potential respondent, conducting a face-to-face interview, or asking a series of questions on the telephone.

attribution The process of assigning causes of behavior, both your own and that of others.

authoritarian personality A personality dimension characterized by submissive feelings toward authority, rigid and unchangeable beliefs, and a tendency toward prejudicial attitudes.

authoritarianism A personality characteristic that relates to a person's unquestioned acceptance of and respect for authority.

autobiographical memory Memory for information relating to the self that plays a powerful role in recall of events.

automatic processing The idea that because of our limited information processing capacity we construct social impressions without much thought or effort, especially when we lack the motivation for careful assessment or when our initial impressions are confirmed. See also *controlled processing*.

autonomous altruism Selfless altruism that society does not support or might even discourage.

availability heuristic A shortcut used to estimate the frequency or likelihood of an event based on how quickly examples of it come to mind.

aversive racist A person who believes he or she is unprejudiced, but feels uneasy and uncomfortable in the presence of someone from a different racial group.

B

basic research Research that has the principal aim of empirically testing a theory or a model.

behavioral confirmation A tendency for perceivers to behave as if their expectations are correct and the targets then to respond in ways that confirm the perceivers' beliefs.

belief perseverance The tendency for initial impressions to persist despite later conflicting information, accounting for much of the power of first impressions.

black-sheep effect The phenomenon in which an attractive in-group member is rated more highly than an attractive member of an out-group, and an unattractive in-group member is perceived more negatively than an unattractive out-group member.

bystander effect The social phenomenon that helping behavior is less likely to occur as the number of witnesses to an emergency increases.

C

central route processing In the elaboration likelihood model (ELM), information may be processed by effortful, controlled mechanisms involving attention to and understanding and careful processing of the content of a persuasive message.

classical conditioning A form of learning that occurs when a stimulus comes to summon a response that it previously did not evoke to form an attitude.

cognitive dissonance theory A theory of attitude change proposing that if inconsistency exists among our attitudes, or between our attitudes and our behavior, we experience an unpleasant state of arousal called cognitive dissonance, which we will be motivated to reduce or eliminate.

cognitive miser The idea suggesting that because humans have a limited capacity to understand information, we deal only with small amounts of social information and prefer the least effortful means of processing it.

cohesiveness The strength of the relationships that link members of a group together and is essentially what keeps people in a group or causes them to stick together.

collective self The part of our self-concept that comes from our membership in groups.

collective threat The awareness that the poor performance of a member of one's group may be evaluated with a stereotype and may be generalized into a negative judgment of one's entire group.

communal relationship An interpersonal relationship in which individuals benefit each other in response to each others' needs.

compliance Social influence process that involves modifying behavior after accepting a direct request.

confirmation bias A tendency to engage in a search strategy that confirms rather than disconfirms our hypothesis.

conformity A social influence process that involves modifying behavior in response to real or imagined pressure from others rather than in response to a direct request or order from another.

confounding variable An extraneous variable in an experiment that varies systematically with the independent variable, making it difficult or impossible to establish a causal connection between the independent and dependent variables.

consensus seeking A tendency in groups that leads members to be more concerned with maintaining morale and gaining unanimous agreement than with the quality of the group decision.

consummate love Love that includes all three components: passion, intimacy, and commitment.

contact hypothesis A hypothesis that contact between groups will reduce hostility, which is most effective when members of different groups have equal status and a mutual goal.

control group A group in an experiment comprising participants who do not receive the experimental treatment.

controlled processing An effortful and careful processing of information that occurs when we are motivated to accurately assess information or if our initial impressions or expectations are disconfirmed.

correlation coefficient A statistical technique used to determine the direction and strength of a relationship between two variables.

correlational research Research that measures two or more dependent variables and looks for a relationship between them; causal relationships among variables cannot be established.

correspondent inference An inference that occurs when we conclude that a person's overt behavior is caused by or corresponds to the person's internal characteristics or beliefs.

counterfactual thinking The tendency to create positive alternatives to a negative outcome that actually occurred, especially when we can easily imagine a more positive outcome.

courageous resistance Selfless behavior involving risk to a helper (and/or family) that is sustained over time, is a product of a deliberative process, and involves a moral calling.

covariation principle The rule that if a response is present when a situation (person, object, or event) is present and absent when that same situation is absent, the situation is presumed to be the cause of the response.

credibility The believability (expertise and trustworthiness) of the communicator of a persuasive message.

culture of honor An evolved culture in the southern and western United States in which violence is more widely accepted and practiced than in the northern and eastern United States, where no such culture exists.

D

deindividuation A phenomenon that occurs in large-group (crowd) situations in which individual identity is lost within the anonymity of the large group, perhaps leading to a lowering of inhibitions against negative behaviors.

dependent variable The measure the researcher assesses to determine the influence of the independent variable on the participants' behavior.

diffusion of responsibility An explanation for the bystander effect suggesting that each bystander assumes another person will take responsibility to help.

direct aggression Overt forms of aggression, such as physical aggression (hitting, punching, kicking, etc.) and verbal aggression (name calling, denigration, etc.).

directive leader A leadership style involving a leader who gives less value to participation, emphasizes the need for agreement, and tends to prefer his or her own solution.

discrimination Overt behavior—often negatively directed toward a particular group and often tied to prejudicial attitudes—which involves behaving in different ways toward members of different groups.

distinctiveness theory The theory suggesting that individuals think of themselves in terms of those attributes or dimensions that make them different—rather than in terms of attributes they have in common with others.

distraction-conflict theory A theory of social facilitation suggesting that the presence of others is a source of distraction that leads to conflicts in attention between an audience and a task that affects performance.

door-in-the-face technique (DITF)

A social influence process in which a large request is made before a smaller request, resulting in more compliance to the smaller request than if the smaller request were made alone.

E

ego depletion The loss of self-energy that occurs when a person has to contend with a difficult cognitive or emotional situation.

egoism The idea that helping a person in need occurs to relieve personal distress.

egotistical bias The tendency to present yourself as responsible for success, whether you are or not, and the tendency to believe these positive presentations.

Eichmann's fallacy The belief that evil deeds are done only by evil people.

elaboration likelihood model (ELM)

A cognitive model of persuasion suggesting that a target's attention, involvement, distraction, motivation, self-esteem, education, and intelligence all influence central and/or peripheral reception to a persuasive attempt.

emotional intelligence A person's ability to perceive, use, understand, and manage emotions.

empathy The compassionate understanding of how a person in need feels.

empathy-altruism hypothesis

An explanation suggesting that the arousal of empathy leads to altruistic acts.

empathy-punishment hypothesis

A hypothesis suggesting that helping occurs because individuals are motivated to avoid the guilt or shame brought about by failure to help.

equity theory An interpersonal relationship theory suggesting that we strive to maximize fairness in our social relationships with others; when inequity is perceived, we are motivated to change a relationship.

ethology A theoretical perspective that views behavior within the context of survival and emphasizes the role of instincts and genetic forces.

evaluation apprehension An explanation for social facilitation suggesting that the presence of others will cause arousal only when they can reward or punish the performer.

everyday prejudice Prejudice that comprises recurrent and familiar events considered to be commonplace.

experimental group A group comprising participants who receive the experimental treatment in an experiment.

experimental research Research involving manipulating a variable suspected of influencing behavior to see how that change affects behavior; results show causal relationships among variables.

expertise A component of communicator credibility that refers to the communicator's credentials and stems from the individual's training and knowledge.

explicit attitude An attitude that operates on a conscious level via controlled processing.

explicit self-esteem Self-esteem that arises primarily from the interaction with people in our everyday life.

external attribution The process of assigning the cause of behavior to some situation or event outside a person's control, rather than to some internal characteristic.

extraneous variable Any variable not controlled by the researcher that could affect the results of a study.

F

factorial experiment An experimental design in which two or more independent variables are manipulated, allowing for the establishment of a causal connection between the independent and dependent variables.

false consensus bias The tendency to believe that our own feelings and behavior are shared by everyone else.

field experiment A research setting in which the researcher manipulates one or more independent variables and measures behavior in the participant's natural environment.

field study A descriptive research strategy in which the researcher makes unobtrusive observations of the participants without making direct contact or interfering in any way.

field survey A descriptive research strategy in which the researcher directly approaches participants and asks them questions.

flexible correction model (FCM) A model stating that individuals using central route processing are influenced by biasing variables, because they are not aware of the potential biasing conditions.

foot-in-the-door technique (FITD) A social influence process in which a small request is made before a larger request, resulting in more compliance to the larger request than if the larger request were made alone.

four horsemen of the apocalypse Four factors identified as important in relationship dissolution: complaining-criticizing, contempt, defensiveness, and withdrawal from social interaction (stonewalling).

free riders Group members who do not do their share of the work in a group.

frustration-aggression hypothesis A hypothesis that frustration and aggression are strongly related, suggesting that aggression is always the consequence of frustration and that frustration leads to aggression.

fundamental attribution error The tendency to automatically attribute the causes for another person's behavior to internal rather than situational forces.

G

group An aggregate of individuals who interact with and influence one another.

group norms Expectations concerning the kinds of behaviors required of group members.

group polarization The tendency for individual, prediscussion opinion to become more extreme following group discussion.

groupthink A group-process phenomenon that may lead to faulty decision making by highly cohesive group members more concerned with reaching consensus than with carefully considering alternative courses of action.

H

heat effect The observation that aggression is more likely when people are hot than when they are cool.

helping behavior Helping partially motivated by personal gain rather than relieving the suffering of a victim.

heritability An indicator of the degree to which genetics accounts for differences among people for any given behavior or characteristic.

heroism Helping that involves significant risk above what is normally expected and serves some socially valued goal.

heuristic and systematic information-processing model (HSM) A cognitive model of persuasion suggesting that of the two routes to persuasion, systematic and heuristic, people choose to use heuristics or peripheral cues more often.

heuristics Handy rules of thumb that serve as shortcuts to organizing and perceiving social reality.

hindsight bias Also known as the "I-knew-it-all-along" phenomenon; shows that with the benefit of hindsight, everything looks obvious.

hostile aggression Aggressive behavior stemming from angry or hostile impulses, with a primary goal to inflict injury to some person or object.

hypothalamus A structure in the limbic system of the brain associated with aggressive behavior.

hypothesis A tentative and testable statement about the relationship between variables.

I

ideal self The mental representation of what a person would like to be or what a significant other would like him or her to be.

illusion of efficacy The illusion that members of small groups think they are more effective than larger groups, which may not be the case.

illusion of transparency The belief that observers can read our private thoughts and feelings because they somehow leak out.

illusory correlation An error in judgment about the relationship between two variables in which two unrelated events are believed to covary.

implicit attitude An attitude that affects behavior automatically, without conscious thought and below the level of awareness, via automatic processing.

implicit personality theory A common person-schema belief that certain personality traits are linked together and may help us make a quick impression of someone, but there is no guarantee that initial impression will be correct.

implicit self-esteem An efficient system of self-evaluation that is below our conscious awareness.

impression formation The process by which we make judgments about others.

independent variable The variable that the researcher manipulates in an experiment.

indirect aggression Aggression that is social in nature, such as social ostracism and deliberate social exclusion.

individual self The part of the self that refers to our self-knowledge, including our private thoughts and evaluations of who and what we are.

informational social influence Social influence that results from a person responding to information provided by others.

informed consent An ethical research requirement that participants must be informed of the nature of the study, the requirements for participation, any risks or benefits associated with participating in the study, and the right to decline or withdraw from participation with no penalty.

in-group bias The powerful tendency of humans to favor over other groups the group to which they belong.

inoculation theory The theory that if a communicator exposes an audience to a weakened version of an opposing argument, the audience will devise counterarguments to that weakened version and avoid persuasion by stronger arguments later.

instrumental aggression Aggressive behavior stemming from a desire to achieve a goal.

interaction When the effect of one independent variable in a factorial experiment changes over levels of a second, indicating a complex relationship between independent variables.

interactionist view of altruism The view that an individual's altruistic or selfish internal motives interact with situational factors to determine whether a person will help.

internal attribution The process of assigning the cause of behavior to some internal characteristic rather than to outside forces.

interpersonal forgiveness A harmed individual's decreased motivation to retaliate against and a reduced tendency to maintain distance from one's relationship partner, and an increased willingness to express conciliation and goodwill toward the partner.

introspection The act of examining our own thoughts and feelings to understand ourselves, which may yield a somewhat biased picture of our own internal state.

J

just-world hypothesis A hypothesis that we believe people get what they deserve and deserve what they get.

L

latitude of acceptance In social judgment theory, the region of an attitude into which messages that one will accept fall.

latitude of noncommitment In social judgment theory, the region of an attitude into which messages that one will neither accept nor reject fall.

latitude of rejection In social judgment theory, the region of an attitude into which messages that one will reject fall.

legitimacy A group member's feeling of obligation to obey the group's leader.

limerence Occurs when a person anxious for intimacy finds someone who seems able to fulfill all of his or her needs and desires; for limerent lovers, all the happiness one could ever hope for is embodied in the loved one.

loneliness A psychological state that results when we perceive that there is an inadequacy or a deprivation in our social relationships.

M

matching principle A principle that applies in romantic relationships, suggesting that individuals become involved with a partner with whom they are closely matched socially and physically.

mere exposure The phenomenon that being exposed to a stimulus increases one's feelings, usually positive, toward that object; repeated exposure can lead to positive attitudes.

metacognition The way we think about thinking, which is primarily optimistic.

modern racism Subtle racial prejudice, expressed in a less open manner than is traditional overt racial prejudice and characterized by an uncertainty in feeling and action toward minorities.

multiple-audience problem In persuasion, the problem that arises when a communicator directs the same message at two different audiences, wishing to communicate different meanings to each.

N

naive realism The belief that we see the world objectively while others see it in a biased way.

need for affiliation A motivation that underlies our desire to establish and maintain rewarding interpersonal relationships.

need for cognition (NC) An individual difference dimension in persuasion concerning the degree to which individuals prefer effortful processing of information.

need for intimacy A motivation for close and affectionate relationships.

negative correlation The direction of a correlation in which the value of one variable increases whereas the value of a second decreases.

nonrational actor A view that humans are not always rational in their behavior and their behavior can be inconsistent with their attitudes.

norm An unwritten social rule existing either on a wide cultural level or on a smaller, situation-specific level that suggests what is appropriate behavior in a situation.

norm of reciprocity A social norm stating that you should help those who help you and should not injure those who help you.

normative altruism Altruism that society supports and encourages.

normative social influence Social influence in which a person changes behavior in response to pressure to conform to a norm.

O

obedience A social influence process involving modification of behavior in response to a command from an authority figure.

observational learning Attitude formation learned through watching what people do and whether they are rewarded or punished and then imitating that behavior.

operant conditioning A method by which attitudes are acquired by rewarding a person for a given attitude in the hopes it will be maintained or strengthened.

ostracism The widespread and universal behavior of excluding or ignoring other individuals or groups.

ought self The mental representation of what a person believes he or she should be.

out-group homogeneity bias The predisposition to see members of an out-group as having similar characteristics or being all alike.

P

participative leader A leadership style characterized by a leader who shares power with the other members of the group and includes them in the decision making.

peripheral route processing In the elaboration likelihood model (ELM), information may be processed using cues peripheral or marginal to the content message.

personal attributes An aspect of the self-concept involving the attributes we believe we have.

persuasion A form of social influence that involves changing others' thoughts, attitudes, or behaviors by applying rational and emotional arguments to convince them to adopt your position.

physical attractiveness bias The tendency to confer a number of psychological and social advantages to physically attractive individuals.

physical proximity effect The fact that we are more likely to form a relationship with someone who is physically close to us; proximity affects interpersonal attraction, mostly at the beginning of a relationship.

pluralistic ignorance An explanation suggesting that an individual who is uncertain about what to do in an emergency situation notes how others are reacting; if others act as though no emergency exists, the bystander will not intervene to help the victim.

positive correlation The direction of a correlation in which the values of two variables increase or decrease in the same direction.

positive illusions Beliefs that include unrealistically optimistic notions about individuals' ability to handle a threat and create a positive outcome.

postdecision dissonance Cognitive dissonance that is aroused after you have chosen between two equally attractive, mutually exclusive alternatives.

prejudice A biased attitude, positive or negative, based on insufficient information and directed at a group, which leads to prejudgment of members of that group.

primacy effect The observation that information encountered early in the impression formation process plays a powerful role in our eventual impression of an individual.

primary compensation A method by targets of prejudice that reduces threats posed by using coping strategies that allow the targets of prejudice to achieve their goals.

process loss The loss of group efficiency that results from increased group size and generally leads to a decrement in productivity.

propaganda A deliberate attempt to persuade people, by any available media, to think in a manner desired by the source.

psychological reactance A psychological state that results when individuals feel that their freedom of action is threatened because other people are forcing them to do or say things, making them less prone to social influence attempts.

R

random assignment A method of assigning participants to groups in an experiment that involves each participant's having an equal chance of being in the experimental or control group.

reflected appraisal A source of social information involving our view of how other people react to us.

relational aggression A form of aggression having direct and indirect components involving the use of social ostracism and rejection (indirect aggression) and direct confrontation (direct aggression).

representativeness heuristic A rule used to judge the probability of an event or a person falling into a category based on how representative it or the person is of the category.

righteous rescuer The designation bestowed by Israel on non-Jews who helped save Jews from the Nazis during World War II.

role strain The discomfort one feels in an obedience situation that causes a person to question the legitimacy of the authority figure and weakens the agentic state.

romantic love Love involving strong emotion and having the components of passion and intimacy but not commitment.

S

sanctioned aggression Aggressive behavior that society accepts or encourages.

schema A set of organized cognitions that help us interpret, evaluate, and remember a wide range of social stimuli, including events, persons, and ourselves.

scientific method A method of developing scientific explanations involving four steps: identifying a phenomenon to study, developing a testable research hypothesis, designing a research study, and carrying out the research study.

secondary compensation A method of handling prejudice involving attempts to change one's mode of thinking about situations to psychologically protect oneself against the outcomes of prejudice.

secret love Love in which individuals have strong passion for one another but cannot or will not make those feelings publicly known, increasing the attraction of a relationship.

self-affirmation theory A theory that individuals may not try to reduce dissonance if they can maintain (affirm) their self-concept by showing they are morally adequate in other ways.

self-categorization theory A theory suggesting people need to reduce uncertainty about whether their perceptions of the world are "correct" and seek affirmation of their beliefs from fellow group members.

self-disclosure The ability and willingness to share intimate areas of one's life with another person in a relationship.

self-esteem An individual's evaluation of the self, which can be positive or negative.

self-evaluation maintenance (SEM) theory A theory explaining how the behavior of other people affects how you feel about yourself, especially when they perform some behavior that is important to your self-conception.

self-fulfilling prophecy A tendency to expect ourselves to behave in ways that lead to confirmation of our original expectation.

self-handicapping Self-defeating behavior engaged in when you are uncertain about your success or failure at a task to protect your self-esteem in the face of failure.

self-identity theory (SIT) A theory proposing that a number of factors predict one group's reaction to competing groups and concerning what may arise from identification with a social category.

self-perception theory A theory suggesting that we learn about our motivations by evaluating our own behavior, useful especially in the area of attitude change.

self-regulation A critical control mechanism used by individuals to match behavior to internal standards of the self or to the expectations of others.

self-schemas Self-conceptions that guide us in ordering and directing our behavior involving how we represent our thoughts and feelings about our experiences in a particular area of life.

self-serving bias Our tendency to attribute positive outcomes of our own behavior to internal, dispositional factors and negative outcomes to external, situational forces.

self-verification A method of supporting and confirming your self-identity.

sexual self-schema How we think about the sexual aspects of the self, derived from past sexual knowledge and experience, and which guides future sexual activity.

similarity effect The fact that we are more likely to form a relationship with a similar than a dissimilar other.

sinister attribution error The tendency for certain people to overattribute lack of trustworthiness to others.

sleeper effect A phenomenon of persuasion that occurs when a communication has more impact on attitude change after a long delay than when it is first heard.

social anxiety Anxiety tied to interpersonal relationships that occurs because of an individual's anticipation of negative encounters with others.

social category relationship A relationship in which bystanders assume that the parties involved belong together in some way.

social cognition The general process we use to make sense out of social events, which may or may not include other people.

social comparison process A source of social knowledge involving how we compare our reactions, abilities, and attributes to others.

social compensation The tendency to work harder in a group to make up for the weaknesses of others in the group when the task is important and motivation to perform is high.

social dominance orientation Desire to have one's in-group in a position of dominance or superiority to out-groups. High social dominance orientation is correlated with higher levels of prejudice.

social exchange theory A theory of how relationships are evaluated, suggesting that people make assessments according to the rewards (positive things derived from a relationship) and costs (negative things derived from a relationship).

social facilitation The performance-enhancing effect of others on behavior; generally, simple, well-learned behavior is facilitated by the presence of others.

social identity theory An assumption that we all need to have a positive self-concept, part of which is conferred on us through identification with certain groups.

social impact theory A theory stating that social influence is a function of the combination of the strength, immediacy, and number of influence sources.

social information-processing view of aggression A view stating that how a person processes social information mediates aggression.

social inhibition The performance-detracting effect of an audience or co-actors on behavior; generally, complex, not-well-learned behaviors are inhibited by the presence of others.

social-interactional model A model suggesting that antisocial behavior arises early in life and is the result of poor parenting, leading a child to develop conduct problems that affect peer relations and academic performance.

social judgment theory An attitude theory suggesting that the degree of personal involvement with an issue determines how a target of persuasion will judge an attempt at persuasion.

social learning theory A theory that social behavior is acquired through direct reinforcement or punishment of behavior and observational learning.

social loafing The performance-inhibiting effect of working in a group that involves relaxing individual effort based on the belief that others will take up the slack.

social penetration theory A theory that relationships vary in breadth, the extent of interaction, and depth, suggesting they progress in an orderly fashion from slight and superficial contact to greater and deeper involvement.

social perception The social processes by which we come to comprehend the behavior, words, and actions, of other people.

social psychology The scientific study of how individuals think about, interact with, and influence each other.

sociobiology A theoretical perspective that views social behavior as helping groups of organisms within a species survive.

spotlight effect A phenomenon occurring when we overestimate the ability of others to read our overt behavior, how we act and dress, suggesting that we think others notice and pay attention to whatever we do.

stereotype A set of beliefs, positive or negative, about the characteristics or attributes of a group, resulting in rigid and overgeneralized images of members of that group.

stereotype threat The condition that exists when a person is asked to perform a task for which there is a negative stereotype attached to the person's group and performs poorly because the task is threatening.

symbolic aggression Aggressive behavior that interferes with a victim's advancement toward a goal.

T

theory A set of interrelated propositions concerning the causes for a social behavior that helps organize research results, make predictions about the influence of certain variables, and give direction to future social research.

theory of planned behavior A theory that explains attitude-behavior relationships, focusing on the relationship between the strength of our behavioral intentions and our performance of them.

threat to self-esteem model A model explaining the reactions of victims to receiving help, suggesting that they might refuse help because accepting it is a threat to their self-esteem.

transactive memory systems Systems within groups that are sets of individual memories that allow group members to learn about each other's expertise and to assign memory tasks on that basis.

triangular theory of love A theory suggesting that love is comprised of three components—passion, intimacy, and commitment—each of which is conceptualized as a leg of a triangle that can vary.

true partner effect The phenomenon whereby an individual's tendency to conform with a majority position is reduced if there is one other person who supports the nonconforming individual's position.

trustworthiness A component of communicator credibility that involves our assessment of the communicator's motives for delivering the message.

U

ultimate attribution error The tendency to give in-group, but not out-group, members the benefit of the doubt for negative behaviors.

unobtrusive measure A method of assessing attitudes such that the individuals whose attitudes you are measuring are not aware of your interest in them.

unrequited love Love expressed by one person that is rejected and not returned by the other.

V

value A concept closely related to an attitude that is a standard of what is desirable for one's actions.

W

working model Mental representations of what an individual expects to happen in close relationships.

Y

Yale communication model A model of the persuasion process that stresses the role of the communicator (source of a message), the nature of the message, the audience, and the channel of communication.

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