12.1 How Do We Form Our Impressions of Others?
- Nonverbal Actions and Expressions Affect our First Impressions
- We Make Attributions about Others
- Stereotypes Are Based on Automatic Categorization
- Critical Thinking Skill: Identifying and Avoiding the Actor/Observer discrepancy
- Stereotypes can lead to Prejudice
- Cooperation can reduce Prejudice

12.2 How Do Attitudes Guide Behavior?
- We form Attitudes through Experience and socialization
- Behaviors are Consistent with Strong Attitudes
- Attitudes can be Explicit or Implicit
- Discrepancies Lead to Dissonance
- Attitudes Can be Change through Persuasion
- Critical Thinking Skill: Making Sound Arguments

12.3 How Do Others Influence Us?
- Groups Influence Individual Behavior
- We Conform to Others
- We are Compliant
- We Are Obedient to Authority

12.4 When Do We Harm or Help Others?
- Many Factors Can Influence Aggression
- Steroids May Play a Role in Some Violent Behavior
- Many Factors Can Influence Helping Behavior
- Some Situations Lead to Bystander Apathy

12.5 What Determines the Quality of Relationships?
- Situational and Personal Factors Influence Friendships
- Love is an Important Component of Romantic Relationships
- Love is Fostered by Idealization
- Psychology: Knowledge You Can Use: How Can Psychology Help my Romantic Relationship Thrive
- Staying in Love Can Require Work