

Solutions

Each answer shows the steps, then the **result**.

2.1

- physiological arousal plus a cognitive label drawn from the situation

2.2

- a set of basic expressions is recognised across widely separated cultures, indicating a biological component rather than purely learned signals

2.3

(a)

- the two-factor account

(b)

- the label has changed; the arousal has not

3.1 A

- display rules govern when and how an emotion may be shown

3.2 B

- shared recognition across isolated groups points to a biological basis

3.3

(a)

- the two-factor account

(b)

- the label applied to the arousal, which is drawn from the situation and the person's interpretation of it