Denise and Winifred can't stop thinking about how their personalities are formed. Knowing that psychological science views people as bioorganisms, they set their sights on Albert 2's theory.

This theorist emphasizes the interaction of internal factors, 3 and the environment, 4, and the environment, a process he called 5.

The interaction varies between Denise and Winifred for several possible reasons, including the following:

- They choose different 6: Denise might choose to go to the library, while Winifred chooses a coffee shop with friends.
- Their internal thoughts, or 7 shape how they interpret and react to events: Denise takes challenges in stride, while Winifred becomes anxious.
- Their 8 create the situations to which they react: Denise shies away from people, while Winifred greets them warmly.

According to this theory, how Denise and Winifred react to their environment depends on certain factors, including their sense of 9 (hint: internal or external) and their attributional style (10 or 11).

Finally, both Denise and Winifred learn the importance of maintaining a positive attitude and building on their strengths, based on the research of Martin 12, which indicates that optimal human functioning benefits health.

"We just haven't been flapping them hard enough."