

PART II QUIZ

Question 1: Which of the following are phrased as a request?

1. "I really wish you would get home earlier!"
2. "What do you think you could do or say that would be more specific about what you want?"
3. "Would you agree to be home by 6pm each day?"
4. "When you get upset and yell, I would like to be less reactive."
5. "How can you imagine reminding yourself to do that the next time your coworker reacts like that?"
6. "What do you think would help you actually be less reactive?"
7. "I'm tired of you being late to work. You should be here on time!"
8. "Do you want to have another conversation in which she confirms her understanding about arriving at work at the agreed-upon time?"
9. "Would you meet with me after the team meeting today to talk about your getting to work at the agreed-upon time?"
10. "What do you imagine you could say to her that would result in her getting there when you would like?"
11. "Would you help me understand what keeps you from getting to work when you have said you would?"
12. "I'm fed up with how he never calls me back after telling me that he will!"
13. "So do you want to reach an agreement with him about matching what he promises to do and to what he actually does?"
14. "Would you tell me if you would spend 10 minutes with me within the next week, brainstorming ways I can be assured that when you say you will call me that you will?"
15. "How do you think you can work with him so he's more likely to remember that he's said he will call you back?"
16. "Is there something that I can do, that would increase the likelihood that when you say you will return my call that you will return it?"
17. "Would you quit leaving your dirty dishes all over the place?"
18. "Would you mind helping me to keep our apartment clean by putting your dishes in the sink after you are finished with them?"
19. "I want you to stop leaving your clothes everywhere."
20. "Would you like me to put away my clothes at the end of each day?"
21. "Yes, when you take your clothes off in our home, would you be willing to either put them in the dirty clothes hamper or hang them in your closet?"
22. "Would you like me to put my dirty clothes in the hamper?"
23. "You shouldn't be focusing so much on what is wrong all the time."

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Which of the following are phrased as a request? (continued)

24. "Would you like me to tell you what I liked about my day?"
25. "Would you tell me two things that you like about your day, before you say what you did not like about it?"
26. "Would you like me to express what you do that I am dissatisfied with in ways that will be easier for you to hear?"
27. "When you tell me about something you are dissatisfied with, would it be OK with you to tell me the specific things that were said and done that you are displeased with?"
28. "He needs to stop being late to meetings all the time."
29. "Would you prefer that he be on time for meetings?"
30. "Will you tell me what it would take for you to get to meetings at the planned start time?"
31. "Would you like to work out some way that you can be assured he will arrive at the meetings when they start?"
32. "What could I do, or someone else do, that might help you be at the meeting at the designated start time?"
33. "Do you want him to agree to be on time?"
34. "Will you tell me when you plan to arrive for the next meeting?"
35. "Would you please control yourself?"
36. "Would you speak to me with the same volume that I'm using to speak to you?"
37. "I would like you to be more considerate."
38. "Please hold the door open for me when I'm carrying groceries."
39. "Could you please show me some appreciation?"
40. "Could you tell me two things that I've done this week that you have liked?"

Question 2: Saying what you don't want only tells the other person what you don't want, and leaves open to interpretation what you do want, making it less likely that you'll get it. TRUE or FALSE

Question 3: Using action language to tell another person what you want is more likely to make clear what you do want. TRUE or FALSE

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Question 4: Which of the following are steps in the Preparing for a Difficult Conversation map?

- a. Plan
- b. Learn
- c. Empathy for yourself
- d. Practice
- e. Empathy for the other person about whom you have the enemy Image
- f. All of the above
- g. All except a.

Question 5: The Self-Connection Process is done as part of the Practicing a Difficult Conversation map. True or False

Question 6: Which of the following are NOT steps in the Debriefing for Resilience map?

- a. Plan
- b. Practice
- c. Interrupting
- d. Celebrate
- e. Learn
- f. Mourn

PART II QUIZ

ANSWERS

Question 1: Which of the following are phrased as a request?

Answer: 2, 3, 5, 6, 8, 9, 10, 13, 14, 15, 16, 18, 20, 21, 22, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 36, 38, 40

Question 2: TRUE

Question 3: TRUE

Question 4: g

Question 5: TRUE

Question 6: c