

PART III QUIZ

1. Interrupt to get your needs met and also to meet the needs of the person you interrupting. TRUE or FALSE
2. Interrupting is rude. TRUE or FALSE
3. Sometimes interrupting to get your needs met is worth it. TRUE or FALSE
4. If you're asking for something from somebody else, generally speaking, letting them know what need you are seeking to meet will increase the likelihood that they will be willing to give it to you. TRUE or FALSE
5. Learning the need that the other person is seeking to meet when they are saying "no" to your request, is one of the goals of the Need Behind the No exercise. TRUE or FALSE
6. When you're giving feedback, it's a good idea to sandwich the bad news between something positive you have to say to start with and something positive to end with. TRUE or FALSE
7. In both giving and receiving feedback, the key in both situations is to stay focused on the quality of your connection with the other person and with yourself. TRUE or FALSE
8. The typical detriment of using a judgment of the other person in your feedback is that the person's internal processes begin to defend against the judgment. TRUE or FALSE
9. There's no way that you can prevent a person from hearing your feedback as a judgment. TRUE or FALSE
10. The key to expressing gratitude or appreciation is distinguishing between your judgment of the other person's conduct and the observation of what they actually said or did that you are appreciating. TRUE or FALSE
11. Appreciation is a kind of feedback where you're telling the person about something that they did that met your needs. TRUE or FALSE

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12. The flight simulator provides some guidelines to help you practice the exercises in this course. TRUE or FALSE

13. The guidelines of the flight simulator suggest that you keep the challenge of the exercise in your "Learning Zone." TRUE or FALSE

14. The following are suggestions for what you might use during an exercise:

- a. Pause the exercise to do the Self-Connection process.
- b. Pause and consider out loud your options.
- c. Pause and ask your partner for feedback.
- d. Pause and ask your partner to dial the difficulty up or down.
- e. Rewind and do over what you want to practice.

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ANSWERS

1. TRUE
2. FALSE
3. TRUE
4. TRUE
5. TRUE
6. FALSE
7. TRUE
8. TRUE
9. TRUE
10. TRUE
11. TRUE
12. TRUE
13. TRUE
14. a, b, d

PART I QUIZ

ANSWERS

6.

- a. TRUE or FALSE
- b. TRUE or FALSE
- c. TRUE or FALSE
- d. TRUE or FALSE
- e. TRUE or FALSE
- f. TRUE or FALSE
- g. TRUE or FALSE
- h. TRUE or FALSE
- i. TRUE or FALSE

7.

- a. TRUE or FALSE
- b. TRUE or FALSE
- c. TRUE or FALSE
- d. TRUE or FALSE
- e. TRUE or FALSE
- f. TRUE or FALSE
- g. TRUE or FALSE
- h. TRUE or FALSE
- i. TRUE or FALSE
- j. TRUE or FALSE
- k. TRUE or FALSE
- l. TRUE or FALSE
- m. TRUE or FALSE

8. Which of the following is not one of the three steps of the Self-Connection map?

3.Focus