

CPD 2021 - 2022 Elective Training - Written Knowledge Quiz

DETAILS

Topic	Communicate with Emotional Intelligence (EI)
Delivery Mode	Face-2-Face – Blended for CPD training

PARTICIPANT DETAILS

Participant Name: License #	
Address	
Phone Email	

RECORD OF ASSESSMENT OUTCOME – FOR **TRAINER USE ONLY**

Communicate with EI Quiz S Completed assessment Satisfactorily NS Not Satisfactory (Participant has been unable to demonstrate sufficient knowledge)	S <input checked="" type="checkbox"/> Satisfactory	NS <input type="checkbox"/> Not Satisfactory
Trainer Feedback This quiz was completed successfully and participant demonstrates sufficient knowledge and skills of topic	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
<i>I the trainer declare</i> that I have conducted a fair and valid assessment of the quiz and provided appropriate feedback Evelyn Olivares Signature →		
Date	/ /	
<i>I the participant declare</i> <u>The attached quiz is my own work</u> Signature →		
Date	/ /	

Section 1 – Short Quiz

1. List below the “*Six Laws of Influence*” as set out by Prof’ Robert Cialdini in his book “*Influence*”. Share your own understanding of these laws and how they can be used to communicate effectively. Note in your answer your understanding of how to actively listen, identify what is needed, confirm what is required prior to your meeting, and clarify the type of language you would use to seek input, feedback and achieve a balance of views with integrity.

LE513 3P11

1. The law of scarcity: Items are more valuable to us when their availability is limited.
2. The law of reciprocity: If you give something to people, they feel compelled to return the favour.
3. The law of authority: We are more likely to comply with someone who is (or resembles) an authority.
4. The law of liking: We are more inclined to follow the lead of someone who is similar to us rather than someone who is dissimilar.
5. The law of social proof: We view a behaviour as more likely to be correct, the more we see others performing it.
6. The law of commitment and consistency: Consistency is seen as desirable as it is associated with strength, honesty, stability and logic.

2. There is much more to negotiation and persuasion to one might imagine. It requires you to respect the values and concerns of others, acknowledge the differences of opinions while keeping the negotiations moving forward to reach a mutually beneficial solution. There are three important skills you need to do this effectively. Explain in detail the skills listed below.

LE513- P8 to 12

a. Persuading

able to convince others to take appropriate action, developing a reasonable argument to back up points with logic and positive language to get the point across.

answer may also include:

- Backing up points with logic
- Using positive language
- Emphasizing positive aspects of your argument
- Getting your points across in a calm, assertive manner
- Focus on the need of the other party
- Argue your case with logic
- Positive Language
- Match & mirror
- Use charm and compliment other party
- Use their name

b. Negotiating

involves being able to discuss and reach a mutually satisfactory agreement.

- Listening to the needs of the other party
- Getting an agreement acceptable to both sides (win-win)
- Establishing trust
- Using open, encouraging body language

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- listen carefully
- clarify issues
- common ground
- keep calm
- do not say NO...

c Influencing

encompasses both of these.

- Tactfully challenging the views expressed by others who disagree with you
- Handling objections to your arguments
- Identifying common ground

3. A good negotiator understands that identifying key individuals and stakeholders is important to achieve a successful outcome. This can be achieved by using various methods including personality profiling. Once this vital information is identified, a good negotiator will match & mirror the individual, gain an understanding of their values and use the language.

Your task, is to answer the questions a) and b) below using what you have learned during this unit as if you were the Sales Manager of an agency

a. You're facing an individual with a high degree of importance and influence on this project. This individual shows strong characteristics of a "Perfectionist". Explain briefly some of the **characteristics of a Perfectionist** below and how you might use your knowledge to gain favour in negotiations.

LE513- P17 P29-30

Perfectionists are - precise, detail oriented, constrained, highly-strung, righteous; they can become over-bearing and forceful; believe their way is the only way and like to be in the drivers seat; left brain thinkers and highly analytical; precision and correctness are an absolute necessity.

In order for them to hear me I must be sure to

- satisfy their high standards
- avoid careless mistakes
- take my share of responsibility seriously
- acknowledge their achievements (sincerely)
- ask for their opinion and advice (they like control)
- be considerate and fair
- don't try to get personal until they invite it

b. Give an example of some of the **language** you might use during your negotiations with the "Perfectionist" to reach agreement and a successful outcome

- "So, what "I'm hearing you say" is that you want ...,"

- "I believe it's my "duty of care" to ensure two things here:

- i) I don't let real buyers walk away until there is not a shred of doubt left that they are well below our required price.
- ii) And secondly, I make absolutely sure that we get all the buyer's money on the table.

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- Summarise action plan and confirm resolution... be sure to get agreement on the first step each needs to take and allow them to feel they have some control
- Let me be sure I understand, your main concern is... ”
- “I’d like to offer a suggestion...” or “may I ask a question or, your opinion”

Add the missing information in the space provided.

4. A passion to work for reasons that go beyond money or status is known as _____.

Motivation

5. What is empathy?

The ability to understand the emotional makeup of others.

6. What skill of emotional intelligence is vital to leading a successful team or being a successful member of a strong team?

Being selfless

7. Which personality type adapts well to varied emotional climates but may lose touch with their emotions?

The Achiever

8. How can ‘The Protector’ personality type raise their emotional intelligence?

Try softening their approach and extending generosity and kindness to other people.

9. Describe below in your own words the meaning of the five components of Emotional Intelligence.

Self-awareness – The ability to recognize and understand your moods, emotions and drives as well as their effect on others.

Self-regulation – The ability to control or redirect disruptive impulses and moods. To think before acting.

Motivation – A passion to work for reasons that go beyond money or status. Propensity to pursue goals with energy and persistence.

Empathy – The ability to understand the emotional makeup of others. Skills in treating people according to their emotional reaction.

10. In your own words, describe how understanding your own emotional, strengths and weaknesses can affect others in your team.

Having deeper understanding of your own emotions allows you to perfect a skill that is vital to leading a successful team ...that skill is the ability to become self-less to not take situations, reactions, other emotions, and conflicts personally. When you are able to not take things personally, it allows you to view the world through an unbiased scope. When it comes to working as a team, once you are able to remove yourself as a variable from any situation, you will begin to see situations in a much clearer manner. Your level of understanding will skyrocket because instead of thinking, "Why is this happening to me?" your brain will instead be asking, "Why is this happening?" or rather than wondering, "Why doesn't she like me?" perhaps you will wonder, "Why is she so removed from the team?"

11. Give an example of an activity you could use to help you get a deeper understanding of your team member's personalities. Be sure to include at least 3 Enneagram archetypes and give a brief description of those 3 types.

Example Activity (Activity 2 in Resource guide L&M)

1. "In their shoes"

- Begin with one team member and select a 3-hour time block you can set aside to spend with that team member.
- During this 3-hour time block you will act as though you are shadowing them. You will spend this time asking questions, observing their work, and observing their daily interactions.
- Feel free to put together a list of questions, ahead of time that you can use if you need back up to get the conversation flowing in the beginning.
- Once you have completed your first shadowing experience, move on and schedule the same 3-hour block with each of your team members.

Questions to ask yourself at the end of each shadowing experience:

- What did I learn about this team member that I never knew?
- How can I use the information I have learned to better connect with this team member?
- Did this team member convey a low, moderate, or high level of emotional intelligence?
- Is there anything I can offer this team member to help raise their emotional intelligence?
- What can I take away from this shadowing experience?

The 9 Enneagram Personality types <https://www.enneagraminstitute.com/type-descriptions/>

The 9 Personality types

Example archetype: The Perfectionist: the Ruler; the rational, idealistic type: principled, purposeful, self-controlled, and perfectionistic.

- The Nurturer: the Helper; caring, interpersonal type: demonstrative, generous, people-pleasing, and possessive.
- The Achiever: the Performer; success-oriented, pragmatic type: adaptive, excelling, driven, and image-conscious.
- The Creative: the Individualist; sensitive, withdrawn type: expressive, dramatic, self-

absorbed, and temperamental.

- The Observer: the Investigator; intense, cerebral type: perceptive, innovative, secretive, and isolated.
 - The Questioner: the Loyalist; committed, security-oriented type: engaging, responsible, anxious, and suspicious.
 - The Innocent Adventurer: the Enthusiast; busy, fun-loving type: spontaneous, versatile, distractible, and scattered.
 - The Knight: the Challenger; powerful, dominating type: self-confident, decisive, willful, and confrontational.
 - The Harmoniser: the Peacemaker; easygoing, self-effacing type: receptive, reassuring, agreeable, and complacent.
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12. Imagine you are 'The Perfectionist' type of personality (based on The Enneagram)... Share below how you (an Enneagram 1) could be more flexible and adaptable when dealing with someone.

E1's excel at motivating others with a vision of excellence, but run into their EQ blind spot when their critiques don't take others' feelings into account. Ones can work on considering the perspectives of others and bringing compassionate levity into their interactions.

13. List below at least 3 strengths and 3 weaknesses of the personality Type 2 (Nurturer).

Also note what you might take into consideration about their emotional state when dealing with this type to enable them to make well thought out decisions.

Strengths

Caring – Generous - Patient

Weakness

Passive – Moody - Naive

The Nurturer should be given time to consider their options before making decisions. They more often will make decisions based on how it serves their family and those close to them rather than consider what's good for them. Give them time to do their own research, time to reflect and connect with themselves, and acting on the insights they discover.

14. How might you assist a personality type 8 (Protector-Knight) to understand the effect their behaviour might have on the emotions of others in the workplace. Also share how they could provide others the opportunity to express their thoughts and feelings.

The type 8 personality type appreciates honesty and fairness. They are not always aware of how their behavior affects others so when the opportunity arises it's a good idea to bring it in to their awareness 'in-the-moment' and in private in a caring manner. Remind them that in order to boost their EQ they might try softening their approach and extending generosity and kindness to other people. Encourage them to invite others to express their views, thought and feelings.

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15. Using the list of “Strengths and Weaknesses” (hand out) on page 6 of your manual, choose “ONE Weakness or negative behaviour” of your typical character to develop deeper self awareness of your own emotional intelligence.

Explain below how you could convert that weakness into a positive emotional strength to achieve better workplace outcomes with your colleagues.

- a) Type 8 example – Aggressive behaviour
 - b) Firstly put myself in their shoes, be honest with self and sensitive to their emotional state and type to see the issue from their perspective. Honor them by entering their world, instead of forcing them into my world. Listen and observe using my sensory acuity and use my intuitive self to soften my approach and adapt my behavior extending generosity and kindness to others. Always be mindful of doing what good for me, good for others and good for the greater good.
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Congratulations you have completed your assessment!