

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 the <i>trainer</i> declare that I have conducted a fair and valid assessment of the quiz and provided appropriate feedback <div style="text-align: right;"> Evelyn Olivares Signature → </div>		
Date	/ /	
I the <i>participant</i> declare <i>The attached quiz is my own work</i> <div style="text-align: right;"> Signature → </div>		
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
- 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
 - listen carefully
 - clarify issues
 - common ground
 - keep calm

c Influencing

- 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 overbearing 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.

- 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.

CPD Communicate with EI Quiz MARKING GUIDE

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

Motivation

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

Being selfless

6. 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.

Social Skills Leaders who do well in the social skills element of emotional intelligence are great communicators. They're just as open to hearing bad news as good news, and they're expert at getting their team to support them and be excited about a new mission or project.

7. 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?"

8. 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.

9. 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.
