Leadership Lab

10 Multiple Choice Questions (only one answer was correct) + 2 Open Questions

Multiple choice (5points)

1. Which of the big 5 dimensions is the biggest indicator for job performance → OCEAN model
   ● Agreeableness
   ● Openness to experiences
   ● Consciousness
   ● Extraversion

2. Some scenario about a company and a person saying 'don't worry too much, the resistance will pass.. you know, people tend to accept things. Which type of interference in Active listening?
   ● Diagnosing
   ● Minimizing
   ● Preaching

3. What is according to the book lectures the most important skill in building and strengthening positive relationships?
   ● Communication

4. When someone explains something and the meaning is clear but you would like more information. What type of questioning technique is most appropriate?
   ● Elaboration
   ● Clarifying
   ● Asking them to repeat
   ● Paraphrasing

5. What does DESC stand for ?
   ● Description, effects, solutions and conclusion
   ● Discussion - effects - solution- conclusion
   ● Description- evaluation- suggestions-consequences
   ● Discussion- evaluation- suggestions- consequences

6. what is not true about the JOHARI window
● The unknown self is something that bot you nor others don't know about yourself and can only be discovered through experience
● Everyone's johari window is different. It does not change over time and depending on the interpersonal situation
● The main premise of the Johari is too deepen the understanding you have about yourself and them decide which parts of yourself are appropriate to show to others

7. Question about supportive communication, what is NOT true
● When someone says 'you are doing it wrong' they are using evaluative communication.
● Congruence in communication means that your verbal and nonverbal messages are in line with your feelings and needs
● When someone says 'My boss, Nicole, is really dictorial' they are using a person oriented communication
● When your boss says, 'you have been working on those documents for an hour while your assistant could have done it' they are using global communication

8. A question was the same as in the sample (the one with Simon) just the answers were in a different order (How to make his NVC communication better)
● He could better his feedback by improving the 4th phase of the NVC and formulating a clearer request.

9. There are a lot of communication barriers. Which one of these does not belong to information overload?
● Giving information that is too difficult for the receiver
● Giving too much information that the receiver can't afford
● Giving information that the person doesn't have time to process because he doesn't get the opportunity to ask questions
● Receiving the information but not believing it because you question the person's credibility

10. Question about a woman whose date was always late and how is the appropriate way to tell him how she was feeling about it
● Tell him nothing and when he asks you what's wrong answer 'nothing'
● Tell him it's the 4th time he is late and that this is really hurting you. Does his mother even know how much he disrespects you?
● Tell him it's the 4th time he is late and this really hurts you. Next time he should use the car phone and tell you that he will be arriving late

Open questions: (5points)
1/How does non-verbal communication interact with verbal communication (3points)
2/"the greatest fault is to be conscious of none" value the citation regarding the impact on the development of leadership skills(2 points)