



Breakthrough Listening

Quiz

Quiz – Breakthrough Listening

1. Which of the following is NOT a “key learning concept” made in the program?
 - A) There is no such thing as an objective listener.
 - B) Power and position can be barriers to effective listening.
 - C) Everyone has a habitual way of listening and observing.
 - D) Women are better listeners than men.
2. Which of the following points is FALSE?
 - A) Listening is interpretive.
 - B) Mood changes our listening; listening changes our mood.
 - C) Clear speaking guarantees clear communication.
 - D) Listening for other people’s concerns alerts us to new opportunities.
3. Which of the following points is FALSE?
 - A) Speaking clearly does not guarantee effective communication.
 - B) Your listening style cannot be changed.
 - C) The right conversation at the wrong time is the wrong conversation.
 - D) Effective listening requires listening beyond the words and identifying the underlying concerns of the speaker.
4. The program suggests that to improve our listening we need to:
 - A) Ask people to restate important points.
 - B) Take notes.
 - C) Understand that our own concerns and understanding of the world not only shape our listening; they limit what we hear.
 - D) All of the above.
5. One lesson that the video wishes to make via the Monday morning meeting is that:
 - A) Men think alike, and women think alike.
 - B) Men listen alike, and women listen alike.
 - C) Each of us has a different personal history, and what we hear is based on that experience.
 - D) Power is the greatest determinant of how we listen.
6. After the Monday morning meeting, Laura makes a suggestion, but the suggestion seems to be ignored. The reason seems to be:
 - A) Her lack of seniority at this company.
 - B) Her gender.
 - C) Her race.
 - D) Someone else was speaking at the same time.
7. Each of us is a different listener; our listening is shaped by:
 - A) Culture, age, gender and personal history.
 - B) Culture, age and gender.
 - C) Culture, and age, but not gender.
 - D) None of the above.

8. This program suggests that having the position of relative power (for example rank) in a dialog:

- A) Helps listening.
- B) Hurts listening.
- C) Has no impact on listening.
- D) The video does not address this issue.

9. After the meeting, Nick received a call from his wife. She was very upset, having just learned that their daughter would need a biopsy. Nick tried to comfort his wife, but was clearly troubled himself. After the call ended, Nick had a quick meeting with an important distributor. What was the impact of his earlier conversation with his wife?

- A) Nick was openly hostile to the distributor.
- B) Nick allowed his conversation with the distributor to be interrupted twice by outside callers.
- C) With his mind still elsewhere, Nick did not hear what the distributor was saying.
- D) Nick used up the distributors time discussing his daughter's health.

10. Sometimes we notice that the other party in a discussion is stressed, or distracted. The best solution is to:

- A) Speak a bit louder.
- B) Provide a written summary as soon as possible after the conversation.
- C) Speak more slowly, and emphasize key points.
- D) Reschedule—choose a better time to have the conversation.

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