

Course Quiz Answer Key

Name: _____

This quiz is designed to assess your understanding of the course: *Mastering Difficult Client Conversations*. Read each question carefully and select the best answer.

1. Match each question type to its definition.

- | | |
|------------------------------|--|
| <u>C</u> Listening Question | A. A question that helps the client view you as working with them, not against them. |
| <u>A</u> Partnering Question | B. A question that allows the client to agree on moving forward to fix the problem. |
| <u>B</u> Solving Question | C. A question that allows the client to feel heard. |

2. Which question below is an example of a partnering question?

- A. Are you ready to move forward with solving this problem?
- B. I would really like to help get this fixed for you; is that okay?
- C. How can we work together to solve this problem?**
- D. Can you help me understand more about this situation?

3. Which of the questions below is not an example of a listening question/statement?

- A. Tell me more about that situation.
- B. Can we work together to make this better for you?**
- C. Help me understand more about what happened.
- D. What were your thoughts as this was happening?

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4. Match each solution to its definition.

C Informational Solution

A Transactional Solution

B Additional Resource Solution

D Relationship Solution

A. A solution that is an action or change to how a client is processed.

B. A solution that involves the addition of another team member.

C. A solution that reveals a misunderstanding, information that was not shared, or a miscommunication.

D. A solution that involves examining deeper or more personal issues.

5. _____ questions are helpful when making recommendations. They ensure that you communicate information completely and that your client fully understands your recommendation.

A. Informational

B. Solving

C. Partnering

D. Clarity

Score: _____ / 5