

1.

Best answer: c.

Conversations should be a balanced two-way flow of dialogue.

2.

Best answer: b.

It's good to initiate the introduction and introduce yourself with a handshake and smile. If shaking hands is difficult, a quick head nod is a good substitute. Initiating the introduction with a smile and handshake (or head nod) helps build rapport.

3.

Best answer: a.

It's good to initiate conversations with small talk. Topics to warm-up the conversation might include a chat about the weather, news of interest, or impressions about the current activity (if you're at a meeting, staff party, or other gathering, for example).

4.

Best answer: a.

It's good to call people by name whenever possible. It makes a good, lasting impression, and it makes the other person feel important and special.

5.

Best answer: a.

Regular use of these courtesy words and phrases is important to show politeness and build rapport.

6.

Best answer: c.

Smiling when greeting people and at appropriate times greatly helps build rapport.

7.

Best answer: a.

Making eye contact is important for building rapport. It gives the impression you're interested and engaged in the conversation, and you have good self-confidence.

8.

Best answer: b.

Occasionally nodding your head to indicate you agree or understand helps build rapport. Again, it shows you are interested and engaged in the conversation.

9.

Best answer: b.

Your arm's length is the appropriate distance (between two- to three-feet). Standing closer than arm-length makes the other person feel uncomfortable (or feel threatened). Standing a further distance away breaks down rapport.

10.

Best answer: b.

Communicating at eye level helps build rapport. So, if the person is sitting and a chair is available, take a seat! There's one exception - If you walk into your supervisor's office or co-worker's office, it's best to ask the supervisor or co-worker if you can sit down first. Even better, wait for an invitation to sit. The person may not have time to talk at that moment.

11.

Best answer: c.

It's best to bring the conversation to an end by making a polite closing comment or gesture.

12.

Best answer: a.

It's best to say nothing. Never say anything that might hurt or offend the person. It's called being tactful. It's always best to give compliments only, and only say things that will make the person feel good.

13.

Best answer: c.

Leaning slightly forward and facing the speaker shows you're interested, and it helps build rapport. Sitting with your arms crossed over your chest gives the message you are defensive. Leaning back with your body or turning your body away from the speaker gives the message that you are bored, disinterested, or feel in charge. Such body language breaks down rapport.

14.

Best answer: a.

Crossing your leg toward the speaker shows you're interested, and it builds rapport. Crossing your leg away from the speaker gives the message that you are defensive, disinterested, or feel in charge. In essence, you are putting up a subtle barrier. And if you bob or swing your foot, you're sending the message that you're anxious or nervous!

15.

Best answer: b.

If you're a good listener, you keep mentally busy searching for meaning in the message, and you ask questions. This mental "search for meaning" helps keep you focused, attentive, and engaged. If you get easily distracted, try taking notes if the setting is appropriate. Note-taking helps draw and focus your attention as you must mentally "search for meaning" and listen for information in order to take notes. This might be helpful in meetings, for example.

16.

Best answer: c.

Showing empathy (sensitivity) to another person's feelings helps build rapport. It's called "reaching out to people." Empathy can be shown by making comments, such as:

17.

Best answer: a.

Focusing on the positive (good) aspects draws people's attention in a favorable way, and people enjoy the conversation more. People are generally more attracted to a person who has a "positive outlook on life." And when it comes to work evaluations, positive-minded people generally do better.

18.

Best answer: b.

It's best to say something positive first, then express a negative opinion or comment in a tactful way.

19.

Best answer: a.

When you receive feedback, it's important to know what you do well, but it's equally important to know where improvements can be made to increase your chances for success. Few people do everything well, and you've undoubtedly heard the saying - "No one is perfect." Simply make note of "weak" areas (we all have them!) and make changes needed. Receiving honest feedback is truly "a gift." It usually means someone cares and wishes to see you succeed.

20.

Best answer: a.

When you give negative feedback, you should focus on and communicate your observations of the person's work or behavior, not focus on nor judge the person. Focus on performance, not personality (or personal traits). After sharing your observation about the person's work or behavior, offer a suggestion in a tactful way.

21.

Best answer: c.

It's always best to meet the person privately and away from other people so others can't hear.

22.

Best answer: a.

It's fine to disagree, but it's important to disagree agreeably. This means you should:

- 1) show respect for the other person's ideas,
- 2) listen attentively until the person is done,
- 3) ask questions if needed,
- 4) disagree non-judgmentally, and, if possible,
- 5) offer an alternative solution.

23.

Best answer: b.

At appropriate times, it's always good to smile. And when used at appropriate times and in appropriate ways, humor is beneficial for group dynamics. Humor helps "break the ice" when people first meet. Humor helps relieve stress and tension. A humorous observation and comment helps lower the heat when a heated discussion gets too "hot." And most importantly, humor helps build team cohesiveness.

This last item has four choices (A, B, C or D). Which one best describes you?

24.

Best answer: The one that fits you!

The four choices above describe and identify four communication (and learning) styles, and no one style is better than the other. This part of the exercise merely serves to illustrate how people can (and do) think, act, learn, and communicate differently. Each person in a group may have a different style.