

Exam completed on: April 11, 2023

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Exam questions

☒ Show all

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✓ Question 1 of 9

When talking with a boring or annoying person, what will best help you keep listening effectively?

Take deep breaths until they finish talking.

✓ Remind yourself that given their unique experiences, they probably have a good reason for their worldview.

Remind yourself that this is a test of your endurance and willpower.

Try to think about your to-do list or your work agenda for tomorrow, until they stop talking,.

✓ Question 2 of 9

What's the most effective method for reducing tension and the desire to interrupt?

Close your eyes while listening.

✓ Breath deeply.

Recite a poem.

Tune out the speaker or picture them in a chicken costume.

✓ Question 3 of 9

To stop yourself from interrupting, you can \_\_\_\_.

count to 100 before responding

physically restrain yourself

play with your food

✓ take notes on what the other person is saying

✗ Question 4 of 9

If someone says they're fine, they might not be if they also \_\_\_\_.

are doodling

✗ are playing with their smartphone

✓ are using closed body language (such as crossed arms)

are yawning

✓ Question 5 of 9

You can have more meaningful conversations if you ask \_\_\_\_.

✗ Question 6 of 9

Which reason best justifies the inclusion of third parties in high-stakes conversations?

✓ Everyone listens and interprets a little differently.

It is imperative to have witnesses at a negotiation.

✗ It offers distractions that lower the tension.

It helps intimidate the opposition.

✓ Question 7 of 9

What is an effective strategy to recapture someone's attention?

Snap your fingers.

✓ Lower your voice.

start yelling.

Make a sarcastic comment.

✓ Question 8 of 9

When someone says something that you disagree with, you should \_\_\_\_.

deride the speaker

ask for evidence

✓ let the speaker move on after minor clarification

debate the point on the spot

✓ Question 9 of 9

What is a common reason that people interrupt?

✓ all of these answers

They are excited.

They are nervous.

They disagree with what you're saying.

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