

Congratulations! You passed!

TO PASS 80% or higher

Keep Learning

GRADE

90.90%

Module 4 Quiz

LATEST SUBMISSION GRADE

90.9%

1. According to the lecture, what is servant leadership?

1 / 1 point

- ☒ Servant-leadership is a mindset and philosophy.
- ☐ Servant-leadership is something you say to employees when you want them to believe you.
- ☐ Servant-leadership is a set of documents you have to read before you lead a team.

✓ **Correct**
Correct!

2. What is the purpose of facilitation as an art form?

1 / 1 point

- ☐ Unlocking the project management framework.
- ☒ Unlocking the intelligence, insights, and creativity of people.
- ☐ Unlocking the documentation of a process.

✓ **Correct**
Correct!

3. What are the attributes of a servant leader? Select all that apply.

1 / 1 point

☒ Empathy

✓ **Correct**
Correct!

☒ Listening

✓ **Correct**
Correct!

☒ Stewardship

✓ **Correct**
Correct!

☐ Criticizing

☒ Awareness

✓ **Correct**
Correct!

4. What is the Fishbowl technique?

1 / 1 point

- ☒ The fishbowl technique allows participants to share what they think and feel by creating safety through anonymous comments.
- ☐ The fishbowl technique allows participants to draw doodles of various fish types.
- ☐ The fishbowl technique allows participants to share their working agreements.

✓ **Correct**
Correct!

5. Which answer below best describes the way skits can help teams?

1 / 1 point

- ☒ Skits are a way for teams to create comical sketches around an issue that is important to the team.
- ☐ Skits are a way for teams to make small issues bigger than they are.
- ☐ Skits are a way for teams to create comical sketches around funny issues,



Correct

Correct!

6. How would you describe the “Enter the center” activity?

1 / 1 point

- ☐ “Enter the center” is an activity that facilitates brainstorming.
- ☒ “Enter the center” is an activity that facilitates a meaningful dialogue within diverse teams.
- ☐ “Enter the center” is an activity that facilitates a playful conversation with teams.



Correct

Correct!

7. The concept of servant leadership as described by Greenleaf was actually inspired by a novel.

1 / 1 point

- ☒ True
- ☐ False



Correct

Correct? Written by Herman Hesse

8. Can you act as a servant-leader without already being at the executive level?

1 / 1 point

- ☐ No, you should avoid practicing these principles until you are in an executive role.
- ☐ No, you should really be at the executive level before applying the principles of servant leadership.
- ☒ Yes, you can act as a servant-leader by applying the principles of servant-leadership in a low-stakes environment.
- ☐ Yes, you can act as a servant-leader without already being at the executive level by taking charge in your leader's absence.

**Correct**

Correct!

9. In preparing for the interview method that we use for building a shared understanding, which of the following best describes the plan? Choose all that apply.

0 / 1 point

- ☐ Set the context, Ask focus and filter questions, Exit, and disband the interview group.
- ☐ Set the context, ask focus questions, and exit, planning to discuss the interview the next day.
- ☐ Set the context, ask focus then filter questions, exit and as a team debrief.
- ☒ After setting the context for the interview, ask general and then more specific questions, thank the interviewee as they leave, then discuss the interview with the interview team.

**Correct**

Correct! This restates the process of the interview method.

- ☐ After setting the context for the interview, ask general questions of the interviewee, then break to come up with more specific focus questions.

You didn't select all the correct answers

10. How does the instructor describe what a great facilitator does?

1 / 1 point

- ☐ A great facilitator is the leader and makes decisions about what the group will ultimately do each time.
- ☐ A great facilitator has a tendency to interrupt participants before they are finished speaking.
- ☒ A great facilitator possesses the tools for unlocking people's potential in part because they have skills in understanding individual and group psychology.

✓ **Correct**
Correct!

- ☐ A great facilitator tries to avoid helping people resolve complicated emotions.
- ☒ A great facilitator helps the group unfold the creativity within the team.

✓ **Correct**
Correct.