**Questions for “Soft” Skills Videos:**

**“Business Baseline” Videos**

**Link to Videos:**

<https://skillsoft-my.sharepoint.com/personal/mark_onisk_skillsoft_com/Documents/Forms/All.aspx?FolderCTID=0x0120009A331A0C226D37469D022CDDD5FED822&id=%2Fpersonal%2Fmark_onisk_skillsoft_com%2FDocuments%2FMIT%20Examples%20-%20Business%20Baseline>

**Video #1: Sharing the Responsibility of Communication (2.5 minutes = 2-3 questions)**

* Open-ended Questions:
  + **What are the benefits of interpersonal communication (i.e. speaking face-to-face) as compared to one-way communication (i.e. email)? How does each play a unique role in your professional relationships and your ability to work efficiently?**
    - Keywords to look for in correct answers:
      * Body language; easier to seek mutual understanding; connection; shared responsibility; understand intention; minimize risk of misunderstanding
  + **Explain what is meant when we say that “communication is a shared responsibility.” How might keeping this principle in mind enhance your own communication abilities?** 
    - Keywords to look for in correct answers:
      * Mutual understanding; both; two-way; each person gains; two-way; interpersonal
  + **Think of a time when you felt misunderstood over email, text, or written communication. How would face-to-face conversation have aided in you being better understood? What can you say or what techniques can you use when speaking face-to-face versus via a written medium?** (Essentially the same as question 1 but makes the question more “personal” when asking the person to consider what happened to them when interpersonal communication was not utilized…)
* Multiple-Choice Questions:
  + **According to the video, most workplace communications involve:**
    - One-way communication (such as simply “informing” or “telling”)
    - Mutual understanding
  + **True or false: One-way communication methods, such as e-mail, make it much easier than face-to-face communication methods to confer your message clearly because you can think more carefully about what you are writing.** 
    - False
    - True
  + True or false: According to the video, during interpersonal conversation, more than one conversation is happening at once.
    - False
    - True
  + A key goal of “sharing the responsibility of communication” is to…
    - Never allow others to see your true intentions
    - Never allow a client to know you are nervous about a business deal
    - Allow your authentic self to be revealed
    - Learn to be comfortable with revealing extreme emotion

**Video #2: Enhance a Connection by Showing Interest (3 minutes = 3 questions)**

* Open-ended Questions:
  + **Experts on communication often prescribe the adage “to be interesting, be interested.” Yet, it often seems intuitive that in order to make others interested in you, you should try to speak about what makes you interesting. Think of a close friend of colleague who you would instinctively describe as “interesting” and**
  + **Why do you think “not talking about yourself” helps you to appear interested in patient?**
  + **Imagine you are the “expert in the room” during a business meeting. How might you balance “not talking about yourself” with “leveraging your expertise”?**
  + **Imagine you are having trouble “connecting” with a client or business partner. Describe such a situation and how you might use the principles discussed in this video to find interest in this person.**
* Multiple choice Questions:
  + **This video suggest that you will be a better communicator if… (Select the BEST answer.)**
    - you learn to talk about yourself in ways that make you seem interesting.
    - you learn to talk about yourself in a way that capitalizes on your strengths instead of on your weaknesses.
    - you speak about yourself less.
    - ask questions that allow others to recognize your expertise on the current subject of interest.
  + **The MAIN point of this video was which of the following? (Select the BEST answer.)**
    - To make people interested in you, you must first demonstrate interest in them.
    - You should never allow others to know how much you know or demonstrate your expertise.
    - The best way to make people interested in you is to fake an interest in them.
    - Never judge a person by his or her appearance.
    - If you are finding it difficult to connect, try asking the other person about an unrelated topic in order to “break the ice.”
  + **The video mentioned that you can think of the adage “there is something about everyone that requires discovery” in order to help you exhibit what characteristic?**
    - Curiosity
    - Ambitiousness
    - Charisma
    - Cleverness
    - Creativity
    - Honesty
  + **According to the video, it is important to always allow a person a second opportunity to WHAT?**
    - Clarify how to pronounce their name properly
    - Explain why they are personally interested in the matter at hand
    - Make a “first” impression
    - Explain how their culture is different from yours
  + **True or false: Assuming you ask the “right questions,” you can reasonably expect everyone you speak with to be comfortable revealing personal details about themselves.**
    - False
    - True
  + **According to the video, which of the following are signals that could indicate that another person is interested in you? (Select all that apply)**
    - Asking questions
    - Making eye contact
    - Picking up on commonalities in interests
    - Speaking about their opinion on a topic you mentioned
    - Changing the topic to ask about your family
  + **True or False: Contrary to common belief, research shows that it is helpful to reveal to a client or colleague all of the information you have found about them online, even if this information is unrelated to the matter at hand. These personal details could be great ways to “break the ice” and generate interest in the conversation.**
    - False
    - True

**Video #3: Strengthen a Connection by Asking Questions (3 minutes = 3 questions)**

* **Open-ended questions:**
* What are some techniques you can use to help with appropriate pacing of a conversation?
* Why is it helpful for a clarifying questions to be open-ended?
* List some benefits of that come with learning to connect by asking questions.
* **Multiple Choice Questions:**
  + **The best way to decide on what question(s) to ask is to…**
    - Consider your intentions.
    - Include a compliment as part of the question.
    - Consider what you are most interested in knowing about the person
    - frame the question so that the person will reply by asking you the same question.
  + **According to the video, “connecting questions” are characterized by what attributes? (Select all that apply.)**
    - Relevant to the matter at hand
    - Properly paced, as it sometimes takes a series of questions to acquire the information in which you are interested
    - Mutually beneficial
    - Being personal but “not too personal,” as some people are less open to speak about themselves than others
    - Intelligence, as you want to immediately demonstrate your expertise and experience in the field
  + **According to the video, your opening questions should be which of the following?**
    - Simple and easy to answer
    - Complex, so that the other person is required to think long and hard about how to answer
    - Highly personal
    - Unrelated to the matter at hand, so that the person knows you care about them as a person in general and not just as a client or business partner
  + **According to the video, the questions you ask should be…**
    - Mutually beneficial
    - Beneficial to the other person
    - Primarily beneficial to you, but not obviously so
  + **According to the video, “clarifying questions” are characterized by what attributes? (Select all that apply.)**
    - Prompt a response and allow the other person to confirm you have understood them
    - Open-ended, such that they require more than simply a “yes” or “no” answer
    - Corrective, to ensure the other person understands how their previous statements are arguably incorrect
    - Restatement, such that you ask them a question to ensure they understood what you have just said
    - Intentionality, such that your purpose in asking the question is clearly to seek clarification as to what the other person meant