

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?

# Mastering Difficult Client Conversations

## Course Quiz Answer Key

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