

## Soft Skills Training

### Assessment #1

1. Which of the following is not a key point of Service Mentality?
  - a. Adaptability
  - b. Empathy
  - c. Relationships**
  - d. Enthusiasm
  - e. Ownership
  - f. Responsibility
  - g. Balance
  - h. Resiliency
2. In order for an empathy statement to be effective it needs to have which three key components?
  - a. Blaming, Active Verbs, Excuses
  - b. Personal Pronouns, Active Verbs, Authenticity**
  - c. Personal Pronouns, Passive Verbs, Accountability
  - d. Generalizations, Active Verbs, Accountability
3. There are four aspects of vocal communication to keep in mind when working on becoming an effective communicator.
  - a. Tempo, Intent, Body Language, Tone
  - b. Volume, Inflection, Accent, Tempo
  - c. Tempo, Volume, Inflection, Tone**
  - d. Inflection, Tone, Intent, Body Language
4. Passive Listening is when you are asking a lot of clarifying questions so you understand the person better. **T / F**
5. In order to present a Service Mentality you have to be overly enthusiastic and exaggerate your joy over the phone. **T / F**
6. It is best to avoid taking full ownership of a call. Try to deflect the blame to another department if at all possible so you can look like the hero. Is this the right approach? **T / F**
7. It is crucial that you live up to your commitments by being responsible and following through for your customer. **T / F**
8. Being adaptable means being flexible in your approach and offering options will make the interaction more efficient and will make the customer service experience a positive one. **T / F**
9. What does it mean to find balance when dealing with the Service Mentality?
  - a. Make sure you spend as much time with them on the phone as they were on hold.
  - b. Only talk as much as the customer talks.
  - c. Successfully satisfy the customer while taking into account the resources and needs of your organization.**
  - d. Be able to balance the ledger at the end of your day.
10. Being able to recover from a difficult call and handling the next call with grace as if the previous one didn't affect you is showing resiliency. **T / F**