



Coaching, Evaluating and Delivering Constructive Feedback

Topic Twelve – Responding to Resistance Knowledge Check

In the “**Responding to Resistance**” topic, a number of principles and strategies for addressing resistance were presented. This knowledge check asks a number of questions to check your understanding of the principles and strategies presented. Please refer to the “Responding to Resistance” topic message to refresh your memory.

Note: *You do not need to submit your knowledge check; the Knowledge Check Key will be sent within the next week.*

1. **Which of the following is not an example of when resistance can occur during the feedback process?**
 - a. The employee doesn't agree with your version of the situations
 - b. The employee doesn't acknowledge you in casual settings
 - c. The employee doesn't accept responsibility for his or her actions
 - d. The employee doesn't acknowledge the significance of his or her behavior

2. Elizabeth sits down with one of staff, Garrett, to discuss a situation that happened last week. Elizabeth explains her understanding of the situation, but Garrett doesn't agree. After listening to Garrett's telling of the situation, she restates what he has said and asks if she correctly understands. **Which principle of responding to resistance is Elizabeth demonstrating?**
 - a. Use questions to dig deeper
 - b. Resist the urge to fill empty space
 - c. Confirm your understand
 - d. Define and confirm an action plan

3. **True or False: When responding to resistance from an employee, the goal is to get him or her to agree with you.**
 - a. True
 - b. False

4. Marty and Valarie, one of his staff members, don't always get along personally, but have managed to form a strong professional relationship to work together effectively. Before Marty sits down with Valerie for their regular coaching conversations, Marty makes careful notes and is mindful to provide feedback that is directly related to Valerie's work. **Which principle of responding to resistance is Marty demonstrating?**
- a. Address any resistance that exists within yourself
 - b. Define and confirm an action plan
 - c. Follow up
 - d. Confirm your understanding
5. **Which of the following is not a benefit of responding to resistance?**
- a. Enhances your understanding of the employee's feelings and allows you to more effectively tailor your feedback
 - b. Encourages the employee to think critically about his or her emotions and then process and respond to your feedback in a constructive way
 - c. Enables you and the employee to put a plan to place to address the feedback and check-in on a regular basis to confirm the same situation doesn't happen again
 - d. Makes it possible to disregard the effect that diversity has on the resistance that the employee may display