
Module 14, Lesson 3 Quiz:

How to Create Connection to Set the Stage for Transformation

1. One of the biggest mistakes coaches make is:
 - a. Assuming they know how to build rapport
 - b. Assuming they know their clients' daily routines
 - c. Assuming they know what their client is talking about
 - d. Assuming they know their clients' favorite food
2. Rapport is a technique that helps you build:
 - a. Belief & trust
 - b. Communication & transformation
 - c. Trust & safety
 - d. Satisfaction & safety
3. When rapport isn't developed, which of the 3 Brains does it trigger?
 - a. Brain Stem
 - b. Cortex
 - c. Cerebrum
 - d. Limbic System
4. True or False. Active listening is important because it lowers the limbic system's defenses.
 - a. True
 - b. False
5. Verbal backtracking is:
 - a. Asking the client to repeat what they said
 - b. Building trust & safety
 - c. Recording client sessions so you can listen to them after
 - d. Repeating back to the client what they say to you