

Soft Skills Leadership Practice Test Questions and Answers

1. In a negotiation, anchoring refers to:

- A) Settling on the midpoint between two offers
- B) Using silence to pressure the other side
- C) Setting the first number or offer to influence the range of discussion
- D) Agreeing quickly to build rapport

2. What does BATNA stand for in negotiation?

- A) Best Approach To Negotiated Agreements
- B) Best Alternative To a Negotiated Agreement
- C) Basic Argument Toward Neutral Adjustment
- D) Balanced Approach To Needs Assessment

3. What distinguishes empathy from sympathy in leadership contexts?

- A) Empathy involves feeling sorry for someone; sympathy involves understanding their perspective
- B) Empathy means understanding and sharing another's feelings; sympathy is simply acknowledging their pain
- C) They are interchangeable in professional settings
- D) Sympathy is more effective than empathy in building trust

4. Which practice best helps a leader improve their self-awareness over time?

- A) Delegating all feedback sessions
- B) Regular journaling and reflective practice
- C) Avoiding difficult conversations
- D) Focusing solely on performance metrics

Answers: 1-C 2-B 3-B 4-B

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