

Name: \_\_\_\_\_

## **Leadership**

### **Chapter Eight: Skills for Building Personal Credibility and Influencing Others**

1. List the most basic skills with which almost every leader should be equipped.
2. Define Credibility and explain its importance.
3. Explain the correlation between Relationships and Trust.
4. Define Communication and explain the Communication Process.
5. What is a Communication Breakdown and why might it occur?
6. How can Communication Breakdowns be avoided?
7. Explain the Active Listening process.
8. Define Assertiveness.

9. Define the Abilene Paradox.

10. List the seven helpful tips for Conducting Meetings.

11. Define Stress.

12. Explain Stress Management.

13. Explain the ABC Model.

14. Define Problem Solving and identify the five steps involved in the process.

15. Define the Pareto Principle.

16. How can leaders help to Improve Creativity?

Briefly share your thoughts on how the material outlined in this chapter can impact your life: