



JEFF HAVENS

**CREATING AN INCREDIBLE
COMPANY CULTURE
VIDEO SERIES QUIZ**

OVERVIEW:

“Corporate culture” is difficult to define. We all know a good one when we see it (and a bad one, too), but it’s sometimes challenging to say what exactly is going on. However, while every corporate culture is different, there are some practices common to the ones most of us admire and want to emulate. This video series will address some of those successful characteristics, as well as provide you with tools to better handle your interpersonal relationships. And you might accidentally laugh once or twice. Or three times. Maybe four. Five is pushing it, though. A “corporate culture” series that’s actually fun? You’ll have to see it for yourself!

LEARNING OBJECTIVES:

- **How to develop the kinds of behaviors that help create and foster healthy and productive corporate cultures**
- **How to prepare for (and then discuss) periodic changes in your company’s vision, direction, customer base, etc.**
- **How to use both positive and negative reinforcement toward productive outcomes**

THE QUIZ QUESTIONS FOR EACH VIDEO ARE ON THE
FOLLOWING PAGES. CHEATERS CAN SKIP TO THE END
TO READ THE ANSWERS. BUT REMEMBER, NOBODY
LIKES A CHEATER.

QUIZ TIME!

THE IMPORTANCE OF LISTENING TO OTHERS EPISODE 1

1. When a co-worker or employee shares their opinions, you should...

- a. Look at the top of their head to keep from laughing at their silly ideas.
- b. Stare aggressively to make them feel uncomfortable for speaking up.
- c. Listen to them. Their concerns deserve to be addressed, their thoughts may improve upon your original idea, and their interests might add value to your business.

2. What was the best perk of our fake proposed incentive program?

- a. Time off.
- b. The winner gets to wear a big hat.
- c. A 15% raise.

3. Why should you get to know your employees as people, not just workers?

- a. Employees will be more productive, loyal and engaged.
- b. They're not really people. This is a trick question.
- c. It's easier to punish someone when you know their name.

4. Bonus Explosion! What is the average time managers spend talking with their employees about their performance.

- a. 30 minutes per day.
- b. 4 hours per employee per year.
- c. 14 hours a month.

HOW TO DELIVER EFFECTIVE CONSTRUCTIVE CRITICISM

EPISODE 2

1. According to relationship research, what is the proper ratio of positive to negative communication?

- a. 2 to 1.
- b. 5 to 1.
- c. 1 to 1.

2. Why is the compliment sandwich ineffective?

- a. The compliments feel insincere, and so people often focus on the negative comment.
- b. If you don't like sandwiches, you won't know how to process the information.
- c. Because a criticism will be ignored or overlooked if you say anything positive to offset it.

3. Do you have to give praise in every situation where you're offering constructive criticism?

- a. Yes. People always need to hear something good in order to listen to something negative.
- b. No. It's not always feasible to do so, but if it possible to do so then your criticism is more likely to be listened to.

4. Bonus Explosion! Is it possible to say too many nice things when offering constructive criticism?

- a. Yes. Research has shown being too positive can make constructive criticism less effective.
- b. No. You can't say enough nice things about your co-workers.

EMBRACING THE NATURAL SPEED OF CHANGE

EPISODE 3

1. Change is...
 - a. Unnecessary.
 - b. Normal.
 - c. Always terrifying.

2. Why should you regularly discuss changes with your co-workers or employees?
 - a. Informed employees will feel better equipped to deal with changes.
 - b. So they can start looking for new jobs in a timely manner.
 - c. To create an environment based on constant nervousness.

3. Bonus Explosion! What does Jeff mention as one of the dumbest sentences in English?
 - a. It is what it is.
 - b. Love it or change it.
 - c. Love it or leave it.

ENCOURAGING APPROPRIATE RISK-TAKING

EPISODE 4

1. Which of the following is not a reason to encourage some level of risk-taking?

- a. It is the first step on the path toward success.
- b. Risks are always fun.
- c. Employees will feel they have some say in the direction of your company.

2. Based on this video, what's one way you can encourage fearful, reluctant, or resistant people to take small risks?

- a. By showing them examples of the countless number of small risks they take in their daily lives.
- b. By putting them into frequent high-pressure situations.
- c. Electric shock.

3. Bonus Explosion. Should taking large risks generally be your first option?

- a. Yes. If you're going to risk something, go big or go home.
- b. No. You should determine an appropriate level of risk depending on each situation's circumstances.

ANSWERS

YOU'RE NOT CHEATING ARE YOU?

THE IMPORTANCE OF LISTENING TO OTHERS

EPISODE 1

1. When a co-worker or employee shares their opinions, you should...

- c. Listen to them. Their concerns deserve to be addressed, their thoughts may improve upon your original idea, and their interests might add value to your business.

2. What was the best perk of our fake proposed incentive program?

- b. The winner gets to wear a big hat.

3. Why should you get to know your employees as people, not just workers?

- a. Employees will be more productive, loyal and engaged.

4. Bonus Explosion! What is the average time managers spend talking with their employees about their performance.

- b. 4 hours per employee per year.

HOW TO DELIVER EFFECTIVE CONSTRUCTIVE CRITICISM

EPISODE 2

1. According to relationship research, what is the proper ratio of positive to negative communication?

b. 5 to 1.

2. Why is the compliment sandwich ineffective?

a. The compliments feel insincere, and so people often focus on the negative comment.

3. Do you have to give praise in every situation where you're offering constructive criticism?

b. No. It's not always feasible to do so, but if it possible to do so then your criticism is more likely to be listened to.

4. Bonus Explosion! Is it possible to say too many nice things when offering constructive criticism?

a. Yes. Research has shown being too positive can make constructive criticism less effective.

EMBRACING THE NATURAL SPEED OF CHANGE

EPISODE 3

1. Change is...

b. Normal.

2. Why should you regularly discuss changes with your co-workers or employees?

a. Informed employees will feel better equipped to deal with changes.

3. Bonus Explosion! What does Jeff mention as one of the dumbest sentences in English?

c. Love it or leave it.

ENCOURAGING APPROPRIATE RISK-TAKING

EPISODE 4

1. Which of the following is not a reason to encourage some level of risk-taking?

b. Risks are always fun.

2. Based on this video, what's one way you can encourage fearful, reluctant, or resistant people to take small risks?

a. By showing them examples of the countless number of small risks they take in their daily lives.

3. Bonus Explosion. Should taking large risks generally be your first option?

b. No. You should determine an appropriate level of risk depending on each situation's circumstances.

THE **JEFF HAVENS** COMPANY is a unique corporate training company dedicated to delivering high-content professional development training in an entertaining and modern way. From leadership, communication, and change management to ethics, generational issues and more, we make learning fun. Because improving your business doesn't have to be boring.

Find out more about us and internationally recognized keynote speaker Jeff Havens at
JEFFHAVENS.com



THE
JEFF HAVENS
COMPANY