

1. The environment for holding challenging conversations should be quiet and private?

- A True
- B False

2. GDPR does not influence how and where you hold challenging conversations?

- A True
- B False

3. Explain why speaking and listening skills are so important when dealing with challenging situations?

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4. Explain the role of emotional intelligence when handling difficult conversations?

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5. You can find where to escalate problems in your contract, company policies and job description?

- A True
- B False

6. Why do you need to consider the Equality Act 2010 when considering the environment to hold challenging conversations?

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7. It is not important to consider the facts in advance prior to holding a challenging conversation?

- A True
- B False

8. The main aim of a manager when handling challenging conversations is to?

- A Diffuse emotions, identify the problem, agree and implement solutions and take appropriate follow-up action
- B Review emotions, identify the problem and follow up

9. A breach of the GDPR could result in your organisation being fined 4% of annual turnover, or 20 million Euros - whichever is greater?

- A True
- B False

10. How many protected characteristics can you list?

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