

At Debra Stevens Training & Coaching, we're committed to empowering our learners with the skills and knowledge necessary to make a significant impact in their professional environments. Today, we'd like to challenge you with a quiz centred around influence techniques and their applications in the workplace. As you work through these questions, reflect on how these techniques can be applied in various scenarios you may encounter in your roles.

**1. Which of the following is NOT considered an influence technique?**

- a) Reciprocity
- b) Scarcity
- c) Authority
- d) Aggressiveness

**2. When we try to persuade someone by demonstrating how many people have already agreed with us or taken a similar action, which technique are we utilising?**

- a) Consistency
- b) Social Proof
- c) Liking
- d) Commitment

**3. Imagine you're trying to convince your team to adopt a new software tool. Which of the following statements employs the scarcity technique?**

- a) "Nearly every team in our company has adopted this tool."
- b) "There's a limited time offer on this tool; if we act now, we get an extended free trial."
- c) "I've personally tested this tool and can vouch for its efficiency."
- d) "This tool has been highly recommended by our top management."

**4. The principle that suggests people are more likely to comply with a request if they've previously agreed to a smaller, related request is known as:**

- a) Social Proof
- b) Commitment and Consistency
- c) Reciprocity
- d) Liking

**5. We are more likely to be influenced by someone we like or are attracted to. This principle of persuasion is termed:**

- a) Authority
- b) Scarcity
- c) Liking
- d) Social Proof

**6. Which of the following situations best exemplifies the reciprocity principle?**

- a) Offering a free trial to potential customers.
- b) Providing testimonials from satisfied clients.
- c) Highlighting the limited availability of a product.
- d) Emphasising the credentials of the product developer.

**Answers:**

- 1. d) Aggressiveness
- 2. b) Social Proof
- 3. b) "There's a limited time offer on this tool; if we act now, we get an extended free trial."
- 4. b) Commitment and Consistency
- 5. c) Liking
- 6. a) Offering a free trial to potential customers.