



FINAL EXAM

Course # 411005 The 7 Habits of Highly Effective People

based on the book:

The 7 Habits of Highly Effective People
by: Stephen R. Covey (1989)



Communication &
Sales

This exam sheet is made available for your convenience in answering questions while offline. Please note that you will still need to enter your answers on the online exam sheet for grading. Instructions are provided at the end of this document.

Chapter 1 - Inside - Out

1. Paradigms are our "maps" of the world in terms of perceiving, understanding and interpreting.

TRUE

FALSE

2. The Character Ethic is based on principles which include:

integrity

patience

the Golden Rule

all of the above

3. "Realities" are our maps (paradigms) of the way things are.

TRUE

FALSE

4. "Values" are our maps (paradigms) of the way things should be.

TRUE

FALSE

5. Ptolemy's model of the universe with the earth at its center was a paradigm shift.

TRUE

FALSE

6. Paradigms are inseparable from

behaviors

character

attitudes

all of the above

7. The Personality Ethic is appealing because of its quick easy approach to quality of life.

TRUE

FALSE

8. The 7 habits are already deep within us, in our conscience and common sense.

TRUE

FALSE

Chapter 2 - The Seven Habits - An Overview

9. Habits are defined as the intersection of:

skill, desire and repetition

knowledge, skill and desire

knowledge, skill and ability

desire, skill and action

10. In order to create a habit in our lives, we must:

know what to do and why

know how to do it

want to do it

all of the above

11. The maturity continuum of the 7 habits moves us from dependence to independence to interdependence.

TRUE

FALSE

12. Interdependence is a choice only independent people can make.

TRUE

FALSE

13. A Production Capability (PC) principle is to always treat your employees exactly as you want them to treat your best customers.

TRUE

FALSE

14. Balancing Production (P) and Production Capability (PC) balances the short term with the long term.

TRUE

FALSE

Chapter 3 - Be Proactive

15. Self awareness is the ability to think about your very thought process.

TRUE

FALSE

16. Viktor Frankl's discovery in a Nazi death camp was the fundamental

principle that between stimulus and response, man has the freedom to choose.

TRUE

FALSE

17. Independent will is:

an inner awareness of right and wrong

the ability to create in our minds beyond our present reality

the ability to act based on our self awareness free of all other influences

none of the above

18. Proactive people know that their behavior is a product of their conditions based on feelings.

TRUE

FALSE

19. Proactive people enlarge and magnify their circle of influence.

TRUE

FALSE

20. Reactive people:

focus efforts in their circle of concern

focus on the weakness of other people

cause their circle of influence to shrink

all of the above

21. Whether a problem is direct, indirect or no control, the proactive approach puts the first step to the solution in our circle of influence.

TRUE

FALSE

22. While we are free to choose our actions, we are not free to choose the consequences of those actions.

TRUE

FALSE

23. In order to turn a failure into a success, we must:

acknowledge the mistake

correct the mistake

learn from the mistake

all of the above

Chapter 4 - Begin with the End in Mind

24. All things are created twice, first mentally, then physically.

TRUE

FALSE

25. If we are not the second creation of our own proactive design, then we are the second creation of:

other people's agendas

circumstances

past habits

any of the above

26. Management is a first creation.

TRUE

FALSE

27. Your personal mission statement is your philosophy focusing on what you want to be and do and the values and principles upon which the being and doing are based.

TRUE

FALSE

28. A personal mission statement begins at the center of our circle of influence.

TRUE

FALSE

29. The four life support factors are:

security, guidance, wisdom and power

security, guidance, love and wisdom

guidance, intuition, healing and power

none of the above

30. The four life support factors are interdependent.

TRUE

FALSE

31. According to Frankl, we invent rather than detect our missions in life.

TRUE

FALSE

32. The left hemisphere of the brain is the more intuitive creative one.

TRUE

FALSE

33. The quality of our first creation is significantly impacted by our ability to use our creative right brain.

TRUE

FALSE

34. The research of Dr. Charles Garfield shows that almost all of the world-class athletes and other peak performers are visualizers.

TRUE

FALSE

35. To visualize, you:

see it

feel it

experience it before you actually do it

all of the above

36. Roles and goals give structure and organized direction to your personal mission.

TRUE

FALSE

Chapter 5 - Put First Things First

37. Habit 3 is the second creation, the physical creation.

TRUE

FALSE

38. Relationship building is a Quadrant II activity.

TRUE

FALSE

39. The Pareto Principle says that 80% of the results flow from 20% of the activities.

TRUE

FALSE

40. The first step in becoming a Quadrant II self manager is:

selecting goals

daily adapting

identifying roles

scheduling

41. The key to effective management is delegation.

TRUE

FALSE

Chapter 6 - Paradigms of Interdependence

42. Private victory precedes public victory.

TRUE

FALSE

43. An important principle in seeking to understand someone is making what is important to the other person as important to you as the other person is to you.

TRUE

FALSE

44. You make a massive withdrawal from an Emotional Bank Account by:

breaking an important promise

being petty

not showing small kindnesses

being unclear

45. One of the best ways to manifest integrity is to:

tell the truth

avoid confrontation

be a good listener

be loyal to those who are not present

Chapter 7 - Think Win/Win

46. Win/Win means that solutions are mutually beneficial.

TRUE

FALSE

47. Substance is the foundation of Win/Win.

TRUE

FALSE

48. This character trait is essential to the Win/Win paradigm:

integrity

maturity

abundance mentality

all of the above

49. People with a scarcity mentality are liberal with sharing recognition and credit while stingy with sharing power or profit.

TRUE

FALSE

50. When dealing with a person who is coming from a Win/Lose paradigm, you should:

listen more and in greater depth

express yourself with more courage

be proactive

all of the above

51. The real test of interpersonal leadership goes beyond transactional leadership into:

proportional leadership

omniscient leadership

synergistic leadership

transformational leadership

52. All decisions should result in Win/Win.

TRUE

FALSE

53. The following element(s) is(are) made very explicit in a Win/Win agreement:

desired results

guidelines

resources

all of the above

54. Win/Win performance agreements focus on results, not methods.

TRUE

FALSE

Chapter 8 - Seek First to Understand, Then to be Understood

55. The highest form of listening is:

selective listening

attentive listening

empathic listening

reflective listening

56. With empathic listening, you:

get inside the other persons frame of reference

see the world the way the other person sees the world

understand how the other person feels

all of the above

57. According to communication experts, what percentage of communication is conveyed by our body language?

10%

30%

50%

60%

58. An effective presentation should begin with logic and reasoning (logos) and move towards relationship (pathos) and character (ethos).

TRUE

FALSE

59. You increase the credibility of your ideas when you can present your own ideas clearly, specifically, visually and contextually - in the context of a deep understanding of the other party's paradigms and concerns.

TRUE

FALSE

Chapter 9 - Synergize

Chapter 10 - Sharpen the Saw

60. Habit 7 makes all the others possible.

TRUE

FALSE

Chapter 11 - Inside - Out Again

Instructions for Submitting Answers Online:

- Sign In at www.ApexCPE.com
- Click the "My CPE" tab at the top of the page.
- Click "My CPE Courses".
- Find the current CPE year and click "Go to My Courses".
- Find this course and click the "Go to Course" link.
- Step 2 on the Course Syllabus page is "Take the Final Exam". Click the "Begin Final Exam" link.
- Enter your answers on the online exam sheet.
- Click the "Grade Exam" button at the bottom of the page. Your exam will be graded automatically. If your score exceeds 70%, a "Create Certificate" button will display. Otherwise, you may continue to retake the exam until you pass.
- A short evaluation page will display. Please provide your feedback for the course.
- Once the evaluation is complete, click the "Submit Evaluation & Create Certificate" button at the top of the page.
- You may print your Certificate of Completion by selecting File Print from your browser. Certificates remain online for at least five years from the certificate date.

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