

Introduction to Ethical Influencing

Asking for What You Want and Making Behavior Requests

CHAMPS Webcast, December 5, 2007, Presented by Libby Wagner
Evaluation & CME Questions



Name, credentials: _____

Title: _____

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This contact information is **required** if you would like to receive a Certificate of Participation or CME Credit for this webcast.

***Fax your completed form to Andrea Martin at CHAMPS, (303) 861-5315.
Questions? Call (303) 861-5165 x285.***

Please complete the following evaluation questions (pages 1-3) so we can review our goals, objectives, and topics for future webcasts. Participants interested in receiving CME Credit must also complete the CME questions following the evaluation questions (page 3).

If you complete the Evaluation Questions and provide your contact information, you will receive a *Certificate of Participation* for this event. If you complete the CME Questions and provide contact information, you will receive a *CME Certificate* for 1.5 credits. Certificates will be emailed within four weeks.

EVALUATION QUESTIONS

1) Please rate your overall satisfaction with this webcast.

- _____ Very Satisfied
- _____ Satisfied
- _____ Neither Satisfied nor Dissatisfied
- _____ Dissatisfied
- _____ Very Dissatisfied

2) I feel this presentation addressed Educational Objective #1: *Understanding how to convert undesirable behaviors to desirable behaviors*

- _____ Strongly Agree
- _____ Agree
- _____ Neither Agree nor Disagree
- _____ Disagree
- _____ Strongly Disagree

3) I feel this presentation addressed Educational Objective #2: *Knowing how to deal with real-time issues that need to be resolved*

- _____ Strongly Agree
- _____ Agree
- _____ Neither Agree nor Disagree
- _____ Disagree
- _____ Strongly Disagree

4) I feel this presentation addressed Educational Objective #3: Being able to utilize specific, positive feedback as an additional influencing tool

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

5) Rate your experience registering, logging on, and participating in this webcast through your computer system.

- Very Easy
- Easy
- Neither Easy nor Difficult
- Difficult
- Very Difficult

6) The speaker was knowledgeable of the topic.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

7) The concepts of the webcast were clearly presented.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

8) The speaker was interesting to listen to.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

9) This webcast gave me practical tools I can use while working.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

10) How likely are you to attend another CHAMPS webcast?

- Very Likely
- Likely
- Somewhat Likely
- Not Very Likely
- Not at All Likely

11) Briefly describe the best aspects of this webcast:

12) Please describe how this webcast could be improved:

13) List other training topics that would meet the needs of your job:

14) Other Comments:

Thank you for your responses. If you are not applying for CME credit, please fax these responses to Andrea Martin at CHAMPS, (303) 861-5315. Otherwise, continue to the CME questions.

CONTINUING MEDICAL EDUCATION (CME) CREDIT QUESTIONS

You must attend the entire webcast and complete the following post-test in order to qualify for CME credit. Failure to complete all CME questions will result in no CME credit awarded.

15) At work, you can only trust people you've known for a long time.

- True
 False

16) Someone who's good at ethical influencing is able to get what they want or need while increasing _____ and decreasing _____.

17) The elements of a successful Behavior Request answer which of the following questions?

- A) Who wants me to do this?
 B) Why do they want me to do this?
 C) What, exactly, do they want me to do?
 D) What's in it for me (i.e. why would I want to do this)?
 E) All of the above

18) Offering someone specific positive feedback is one effective way to influence them to repeat the desirable behavior.

- True
 False

*Thank you for applying for CME Credit.
Please fax your responses to Andrea Martin at CHAMPS, (303) 861-5315.*