

HANDOUT FOR MENTEE**ENTREPRENEURSHIP****2. Theme “Entry strategies and new business opportunities”****Exercise “What kind of entrepreneur would I be?”**

Amended by: Anu Vihonen, Annanet, Finland.

Based on: the book ”Kohtaamisen iloa”, Ritva Piispanen, Finland.

Test results developed by Anu Vihonen

Task for mentee:

There are 3 steps in this exercise. In the first step you will perform task individually. Then the mentor will comment the results for you according the points you have gathered. And in the third step the mentor will comment each statement and organise the discussion.

1 step:

In this exercise there are customer service competence related questions for you. Every question has two completed answers which are contrary to each other. Please select your answer by using a scale from 1 to 7. Give your answers truthfully and mark your selection.

For example if you fully agree the answer on the left, select number 1; in case you fully agree the answer on the right select number 7. In case you do not agree either of the answers but your answer would be somewhere in the middle, please select between the scale from 2 to 6.

When making this test, imagine that you as an entrepreneur are cooperating with your customer. At the end of the test you will receive your results. Let’s start.

1. How do I listen to other people?

	1	2	3	4	5	6	7	
Poorly, I often interrupt them, I am short-tempered								I am interested, I always try to understand

2. Is it easy for me to trust the other people?

	1	2	3	4	5	6	7	
I am sceptical; usually others I feel like I would be on the alert								I am ready to trust the

3. How do I show my feelings?

	1	2	3	4	5	6	7	
I hide my feelings, freely I am reserved								I express my emotions

HANDOUT FOR MENTEE

ENTREPRENEURSHIP

2. Theme “Entry strategies and new business opportunities”

Exercise “What kind of entrepreneur would I be?”

4. How do I react when I am evaluated or criticized?

1 2 3 4 5 6 7

I turn the others down,
it is difficult for me to accept criticism

I am interested in feedback,
I try to learn about
that

5. Am I able to understand how other people are feeling?

1 2 3 4 5 6 7

It is difficult for me
to understand how others are feeling
feeling

It is easy for me
to understand how other
are

6. How do I react if there is a quarrel when I’m entering to my customer’s office?

1 2 3 4 5 6 7

I try to smooth the situation

I let people to express their
feelings and emotions

7. What shall I do if others disagree with me?

1 2 3 4 5 6 7

I contradict

I help the others to explain
their thoughts and ideas

8. How do you react to the sympathy and positive feelings you receive from other people?

1 2 3 4 5 6 7

I do not like it at all,
I am not familiar with that kind of reactions
me

I like that people express
their positive feelings for