

Employability Skills Pre/Post-Test

Directions: The following questions will ask you about your knowledge of employability or soft skills. Please answer the questions by circling the best answer or writing your response in the space provided.

1. List three types of communication:

Yes	No	should receive support from only internal sources
Yes	No	must have a strong leader
Yes	No	must have a leader who works for his/her own good

2. Put the standard parts of a business letter in the correct order from the top of the page to the bottom.

___	Subject
___	Enclosure
___	Heading
___	Salutation
___	Closing and Signature
___	Date
___	Body Paragraphs
___	Inside Address

5. Put the seven steps to solving a problem effectively in the right order.

___	Evaluate the options.
___	Evaluate and monitor.
___	Identify the problem.
___	List the possible solutions.
___	Document the decision and implement.
___	Understand everyone's interests.
___	Select an option or options.

3. Name four benefits of effective teamwork.

6. What is a blog?

4. Read the following statements about effective teams and choose Yes or No.

The team....

Yes	No	Should have a clear goal
Yes	No	Doesn't need to be collaborative
Yes	No	Must have competent, knowledgeable members
Yes	No	Can have individual points of focus
Yes	No	Should have a results-driven structure
Yes	No	Should have a variety of expectations from low to high

7. Label the quadrants in the Priority Matrix.

Quadrant 1	Quadrant 2
Quadrant 3	Quadrant 4

7. Which tasks are number one on your to do list in the Priority Matrix? _____ and _____

8. Name four common barriers to good time management.

9. Match the type of job interview with the description.

- a. One-on-one
- b. Telephone screening
- c. Panel
- d. Group
- e. Behavioral
- f. Follow-up
- g. Informal

Description

- ___ Has a less structured feel and flow.
- ___ The most traditional type of interview.
- ___ The goal is to decide who will make the first cut.
- ___ Involves many applicants being interviewed simultaneously.
- ___ Usually consists of people from different departments in an organization.
- ___ Also known as a second interview.
- ___ Questions may relate to scenarios, problems-solving or conflicts.

10. Put the following stages of a typical job interview into the correct order from start to finish.

- ___ Background and probe stage
- ___ Information stage
- ___ Follow up
- ___ Introductory stage
- ___ Conclusion
- ___ Matching stage

11. Identify the standard parts of a thank you letter from top to bottom.

- a. _____
- b. _____
- c. _____
- d. _____
- e. _____
- f. _____

12. Match the following term with the correct definition.

- a. Motivation
- b. Intrinsic motivation
- c. Extrinsic motivation

- ___ When a person does something for the joy of doing it or because they think it is right.
- ___ The general desire or willingness of someone to do something.
- ___ When a person does something for a reward.

13. What does 'work ethic' mean?

14. What is the key to all effective communication?

15. True or False: Listening is the same as hearing.

- a. True
- b. False

16. True or False: Listening means paying attention to verbal and nonverbal cues.

- a. True
- b. False

17. Identify whether the following are ways to be an active listener.

Yes	No	Move around
Yes	No	Maintain eye contact
Yes	No	Show interest
Yes	No	Don't nod your head
Yes	No	Lean away from the speaker
Yes	No	Signal encouragement
Yes	No	Interrupt frequently
Yes	No	Pay attention to nonverbal cues
Yes	No	Don't ask questions
Yes	No	Summarize or repeat
Yes	No	Don't clarify

18. What is the Golden Rule?

19. True or False: Getting respect can have an impact on your self-worth.

- a. True b. False

20. List five ways you can give and receive respect in the workplace.

21. Circle the correct definition(s) of 'responsibility.'

- a. Doing something for the joy of it.

- b. A duty or task that you are required or expected to do.
- c. Treating another person as you'd want to be treated.
- d. Something you should do because it is morally or legally right
- e. The ability to wait calmly
- f. A state of mental tension or worry
- g. The state of being the person who caused something to happen

22. Flexibility is...

23. Adaptability is...

24. List five ways you can show flexibility and adaptability at work.

- 1.
- 2.
- 3.
- 4.
- 5.

25. Circle all of the interpersonal skills on the list below that are important at work.

Empathy	Stress
Humor	Pessimism
Intolerance	Caring
Respect	Impatience
Teamwork	Sensitivity
Anger	Motivation

26. Interpersonal skills are also known as _____ skills or _____ skills.

27. List the five-step negotiation process in order from start to finish.

- a. Bargain
- b. Agree
- c. Propose
- d. Prepare
- e. Discuss

Step 1: _____

Step 2: _____

Step 3: _____

Step 4: _____

Step 5: _____

28. Identify in which stage of the negotiation process you would do the following actions.

- a. Bargain b. Agree
- c. Propose d. Prepare
- e. Discuss

_____ Exchange issues and positions.

_____ Be specific about what you want.

_____ Assess objectives of both parties.

_____ Reach a wise agreement.

_____ Don't concede without getting anything in return.

_____ Identify areas of potential flexibility.

_____ Go for a win-win solution but be willing to compromise.

_____ Listen carefully and ask good questions.

_____ Restate the value of your position.

_____ End on a positive note, working cooperatively.

29. One of the best ways to find a job is _____.

30. Using _____ is one of the best ways to network.

31. Determine which of the following tips are best for writing a clear networking email.

- | | | |
|-----|----|--|
| Yes | No | Keep messages short |
| Yes | No | Use hard-to-read fonts |
| Yes | No | Identify why you are writing |
| Yes | No | Use emoticons |
| Yes | No | Use abbreviations |
| Yes | No | Do not write in all uppercase |
| Yes | No | Don't specify who you were referred by |
| Yes | No | Proof before sending |
| Yes | No | Don't check the tone |

32. Which of the following are signs of impatience?

- | | | |
|-----|----|----------------------------|
| Yes | No | Deep breaths |
| Yes | No | Hand clenching |
| Yes | No | Restless or fidgeting feet |
| Yes | No | Calm demeanor |
| Yes | No | Anger and irritability |
| Yes | No | Taking your time |
| Yes | No | Snap decisions |
| Yes | No | Decreased stress |
| Yes | No | Muscle tension |

33. Which of the following are effective ways to manage impatience?

- | | | |
|-----|----|-----------------------------|
| Yes | No | Count to 1 |
| Yes | No | Journal |
| Yes | No | Active listening |
| Yes | No | Speed up |
| Yes | No | Take a break |
| Yes | No | Walk away for a few minutes |
| Yes | No | Release your emotions |
| Yes | No | Take shallow breaths |
| Yes | No | Practice anger management |

34. Glossophobia is the fear of _____.

35. True or False: Connect with your audience by showing your passion.

- a. True b. False

36. True or False: Start out weak in a presentation and build to a strong ending.

- a. True b. False

37. Make eye contact and smile when speaking to an audience.

- a. True b. False

38. Speak quickly, don't pause and keep on going.

- a. True b. False

39. Include stories to engage your audience.

- a. True b. False

40. What 10-20-30 rule?

Last no more than _____ minutes.
Use no less than _____ point font size.
Include no more than _____ slides.

41. Self- Confidence =

_____ + _____

42. Give an example of positive self-talk for each of these statements.

a. This work project is no hard I'll never get it done.

b. I'll never get a raise at work.

43. Define stress:

44. Suggest one stress management technique for managing each of the different types of stress listed below.

Stress: Shaking hands and legs
Management technique:

Stress: Avoidance or procrastination
Management technique:

Stress: Sleep deprivation
Management technique:

Stress: Trouble concentrating
Management technique:

