

Employability Skills Pre/Post-Test Answer Key

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:

written, verbal and non-verbal

2. Put the standard parts of a business letter in the correct order from the top of the page to the bottom (1-8).

4	Subject
8	Enclosure
1	Heading
5	Salutation
7	Closing and Signature
2	Date
6	Body Paragraphs
3	Inside Address

3. Name four benefits of effective teamwork.

See Teamwork lesson, answers will vary

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

Yes **No**

Yes No

Yes **No**

should receive support from only internal sources
must have a strong leader
must have a leader who works for his/her own good

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

4	Evaluate the options.
7	Evaluate and monitor.
1	Identify the problem.
3	List the possible solutions.
6	Document the decision and implement.
2	Understand everyone's interests.
5	Select an option or options.

6. What is a blog?

A web publishing platform that tends to be fairly short in length of content

7. Label the quadrants in the Priority Matrix.

Quadrant 1 Urgent and important	Quadrant 2 Not urgent and important
Quadrant 3 Not important and urgent	Quadrant 4 Not urgent and not important

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

8. Name four common barriers to good time management.

See the Time Management Lesson – answers will vary

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

- g** Has a less structured feel and flow.
- a** The most traditional type of interview.
- b** The goal is to decide who will make the first cut.
- d** Involves many applicants being interviewed simultaneously.
- c** Usually consists of people from different departments in an organization.
- f** Also known as a second interview.
- e** 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.

- 3** Background and probe stage
- 2** Information stage
- 6** Follow up
- 1** Introductory stage
- 5** Conclusion
- 4** Matching stage

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

- a. **heading**
- b. **date**
- c. **recipient information**
- d. **salutation**
- e. **body paragraphs**
- f. **closing and signature**

12. Match the following term with the correct definition.

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

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

13. What does 'work ethic' mean?

A belief in the moral benefit and importance of work (or similar)

14. What is the key to all effective communication?

listening

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?

Treat another person as you would want them to treat you.

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.

See Respect lesson. Answers will vary.

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...

A ready capability to adapt to new, different or changing requirements

23. Adaptability is...

Able to change or to be changed in order to fit or work better in a situation

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

1. **Answers will vary. See Flexibility lesson.**

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 social skills or people 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: d
 Step 2: e
 Step 3: c
 Step 4: a
 Step 5: b

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

e Exchange issues and positions.
c Be specific about what you want.
d Assess objectives of both parties.
b Reach a wise agreement.
a Don't concede without getting anything in return.
d Identify areas of potential flexibility.
c Go for a win-win solution but be willing to compromise.
e Listen carefully and ask good questions.
a Restate the value of your position.
b End on a positive note, working cooperatively.

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

30. Using social media 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 public speaking.

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 **20** minutes.
Use no less than **30** point font size.
Include no more than **10** slides.

41. Self- Confidence =

self esteem + **self efficacy**

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.
answers will vary

b. I'll never get a raise at work.
answers will vary

43. Define stress: **something that causes strong feelings of worry or anxiety**

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

Stress: Shaking hands and legs

Management technique:

answers will vary

Stress: Avoidance or procrastination

Management technique:

answers will vary

Stress: Sleep deprivation

Management technique:

answers will vary

Stress: Trouble concentrating

Management technique:

answers will vary

