

Soft Skills – Sample Questions

This is a sample of the questions that are on the Soft Skills Assessment. It contains ten questions similar to what you will see on the actual Soft Skills Assessment. The test consists of distractor-driven, selected-response, multiple choice, and situational judgment questions that require you to choose **ONE BEST** answer choice and **ONE WORST** answer choice for each scenario.

Sample Question 1

You are working on a project with a co-worker who has been arriving late and leaving early every day. This is impacting your ability to complete the project on time. How should you handle this situation?

Read the following possible actions and decide which is the BEST way to handle the situation and which is the WORST way to handle the situation.

1. Remind your co-worker what time the workday begins and ends and demand he arrive on time.
2. Explain your concern and ask the co-worker to arrive on time and stay until the end of the work day.
3. Ignore the situation and hope your supervisor notices before you miss the deadline.
4. Tell your supervisor that your co-worker is not doing his part on the project.

Which is the BEST way to handle the situation?

- A. Choice 1
- B. Choice 2
- C. Choice 3
- D. Choice 4

Which is the WORST way to handle the situation?

- E. Choice 1
- F. Choice 2
- G. Choice 3
- H. Choice 4

Sample Question 2

Staff meetings in your company are mandatory, but many of your employees do not attend the meetings during busy times. One of your employees does excellent work, but she is uninformed about company policies because she usually misses the staff meetings.

Read the following possible actions and decide which is the BEST way to handle the situation and which is the WORST way to handle the situation.

1. Provide updates about policies electronically so employees will not need to attend staff meetings.
2. Fire the employee and let others know the same will happen to anyone else who misses a staff meeting.
3. Talk with the employee about your concerns and try to hold fewer meetings during busy times.
4. Create a new policy stating that employees who miss more than two staff meetings will lose their jobs.

Which is the BEST way to handle the situation?

- A. Choice 1
- B. Choice 2
- C. Choice 3
- D. Choice 4

Which is the WORST way to handle the situation?

- E. Choice 1
- F. Choice 2
- G. Choice 3
- H. Choice 4

Sample Question 3

You overhear two co-workers gossiping about you in the break room.

Read the following possible actions and decide which is the BEST way to handle the situation and which is the WORST way to handle the situation.

1. Ask the co-workers to stop talking about you.
2. Gossip about the two co-workers to someone else.
3. Avoid being in the same room as the co-workers.
4. Ignore the situation and hope it does not happen again.

Which is the BEST way to handle the situation?

- A. Choice 1
- B. Choice 2
- C. Choice 3
- D. Choice 4

Which is the WORST way to handle the situation?

- E. Choice 1
- F. Choice 2
- G. Choice 3
- H. Choice 4

Sample Question 4

You are mentoring a new employee. Several times, you gave her the information she needs to perform certain tasks. You are very busy trying to meet a deadline when she asks for the same information you provided several weeks ago.

Read the following possible actions and decide which is the BEST way to handle the situation and which is the WORST way to handle the situation.

1. Tell her that you are too busy to help and suggest she find ways to be more organized.
2. Give her the information again but be clear that you will not provide it again.
3. Ask a co-worker to help her find the information so you do not miss your deadline.
4. Provide the information in writing and suggest that she keep it at her desk for future reference.

Which is the BEST way to handle the situation?

- A. Choice 1
- B. Choice 2
- C. Choice 3
- D. Choice 4

Which is the WORST way to handle the situation?

- E. Choice 1
- F. Choice 2
- G. Choice 3
- H. Choice 4

Sample Question 5

You are very good at your job and want to be promoted to the next level. However, you need stronger writing skills to be promoted.

Read the following possible actions and decide which is the BEST way to handle the situation and which is the WORST way to handle the situation.

1. Recognize that everyone has weaknesses and seek positions that do not require writing.
2. Ask to be assigned more tasks that require written communication and find a good writer to provide feedback.
3. Practice writing on your own and ask not to be assigned writing tasks at work until you improve your skills.
4. Ask a co-worker to complete your writing tasks and help the co-worker with tasks that do not require writing.

Which is the BEST way to handle the situation?

- A. Choice 1
- B. Choice 2
- C. Choice 3
- D. Choice 4

Which is the WORST way to handle the situation?

- E. Choice 1
- F. Choice 2
- G. Choice 3
- H. Choice 4