

Soft Skill Quiz

Measure how good your soft skills are by answering the following questions.

1) A CO-WORKER IS VERY NEGATIVE ABOUT YOUR IDEA(S) IN FRONT OF YOUR BOSS.

Do you...

- e) Remind your co-worker of their last bad idea.
- f) Say nothing. You will get even with this co-worker later.
- g) Get angry.
- h) Thank your co-worker and promise to consider their feedback.

2) YOUR BOSS HAS BEEN LESS TALKATIVE AND FRIENDLY LATELY.

Do you...

- e) Avoid him/her.
- f) Ask her feedback on your work performance.
- g) Ask others if she has some personal problems going on.
- h) Look for another job, you would rather quit than be fired.

3) YOU'VE FOUND OUT THAT YOU ARE THE TARGET OF A NASTY RUMOR AT WORK.

Do you...

- e) Do nothing; rumors blow over eventually.
- f) Find out who started the rumor and confront them.
- g) Start a rumor about someone else to take the spotlight off yourself.
- h) Become depressed and distracted.

4) A CO-WORKER THAT DOESN'T DO THEIR JOB AS WELL AS YOU DO IS PROMOTED TO A POSITION YOU HAD HOPED FOR.

Do you...

- e) Start looking for another job—it is obvious you are not appreciated.
- f) Make life difficult for your co-worker.
- g) Ask the manager how you could be a stronger candidate next time.
- h) Pout, and hope someone notices your hurt feelings.

5) YOU ASKED FOR VACATION LEAVE TWO WEEKS IN ADVANCE AND DIDN'T GET IT.

Do you...

- e) Take sick days and be gone anyway.
- f) Quit, because your boss isn't flexible
- g) Visit with your boss and review vacation policies and as well as dates that vacation leave is available.
- h) Complain to your co-workers about how unfair your boss is.

6) YOU MAKE A MISTAKE THAT COULD COST THE COMPANY A LOT OF MONEY.

Do you...

- e) Tell your boss immediately and ask for advice on minimizing the damage.
- f) Resign as quickly as possible.
- g) Try to cover up the error, hoping nobody finds out.
- h) Blame others for their part; you won't take the heat alone.

7) A CO-WORKER OFTEN GOSSIPS ABOUT MANAGEMENT AND IT'S HARD NOT TO LISTEN!

Do you...

- e) Listen eagerly, but never repeat what you hear.
- f) Tell her what you think of her lack of loyalty.
- g) Let your boss know your co-worker is gossiping.
- h) Tell her you are not interested, and change the subject quickly.

8) YOUR BOSS GAVE YOU A VERBAL REPRIMAND FOR TALKING ON YOUR CELL PHONE AT WORK AFTER YOUR MOM CALLED YOU TO ASK YOU TO BRING PIZZA HOME FOR DINNER.

Do you...

- e) Explain that it was just your mom and it is not a big deal.
- f) Apologize and review technology policies at work if unsure what is allowed.
- g) Complain to customers nearby about how unfair the employer is and that he lives in the dark ages.
- h) Call the pizza place and order the pizza for your mom and then go back to work.

Adaptation of:

http://www.mass-project.org/attachments/396_MASS%20wp4%20final%20report%20part-2%20%2BLearning%20Materials,%20EN%29.pdf