**MCQ on SOFT SKILL**

Q.1 How you think or feel about someone or something

critical thinking

communication

teamwork

**attitude**

Q.2 When information is shared with two people

critical thinking

attitude

**communication**

teamwork

Q.3 Workplace skills to communicate or talk with all types of people including managers, coworkers and customers

**interpersonal**

critical thinking

attitude

communication

3

Q.4 Combines effort on the part of a group of people working to achieve the same goal

interpersonal

communication

**teamwork**

attitude

Q.5 A way of speaking, behaving and even thinking that helps a person to be successful in the workplace

interpersonal

**professionalism**

communication

teamwork

Q.6 Communication that can reach and influence people

communication

teamwork

**media**

interpersonal

Q.7 To gather information to make a decision, come to a conclusion, to solve a problem

teamwork

interpersonal

**critical thinking**

communication

Q.8 The amount of work you can get done during a set amount of time is known as

planning and organizing

work goals

**productivit**y

completed work

Q.9 The first step to good critical thinking is to

prioritize informaation

**gather information**

solve problems

make decisions

9

Q.10 What process do you use when gathering information in order to make a decision, come to a conclusion or solve a problem?

**critical thinking**

networking

develop classifications

goal setting

10

Q.11 Managing relationships, Understanding the feelings of others, Cooperating with others, Showing respect, and Appropriate contact are all

leadership skills

**interpersonal skills**

interviewing skills

planning and organizing skills

11

Q.12 Gathering information, analyzing information, applying information, forming a hypothesis, problem solving and decision making are all part of

interpersonal skills

decision making skills

**critical thinking skills**

organization skills

12

Q.13 How do you develop a positive attitude?

avoid negative thinking

spend time with people who have a positive attitude

**All of these**

be thankful

13

Q.14 Good \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ are important workplace skills that help you communicate or talk with all types of people, including managers, coworkers and customers.

technical skills

organizational skills

time management skills

**interpersonal skills**

14

Q.15 Focus on the person, make sure you understand, wait for your turn to speak, show interest and repeat what was said. These traits are all related to which form of communication?

Verbal

Speaking

**Listening**

Written

15

Q.16 When you are in a meeting at work and your cell phone suddenly rings, what should you do?

**Do not answer your phone. Turn your phone on silent and call the person back after the meeting is over.**

Get up and leave the meeting to answer your phone.

Answer your phone during the meeting.

Answer your phone and tell the person you will call back later.

16

Q.17 Physical appearance, language, workplace ethnics, personal responsibility, minding your manners, and workplace rules and expectations are all skill areas related to

critical thinking

**professionalism**

conflict resolution

teamwork

17

Q.18 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is a way of speaking, behaving and even thinking that helps a person to b e a successful in the workplace.

Critical thinking

Planning and organizing

**Teamwork**

Professionalism

18

Q.19 Part of planning and organizing skills is to know how to break up work into smaller pieces and put them in order of importance. This skill is known as

**prioritizing**

coordinating resources

delegating

time management

19

Q.20 Stay positive, separate your feelings from your actions, stay calm, wait until you are calm to respond, write down your emotions are all good rules for \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

**controlling your emotions**

appropriate contact

social skills

making friends

20

Q.21 Vision, trust and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ are the three parts that make up teamwork.

listening

organizing

**communication**

time management

21

Q.22 \_\_\_\_\_\_\_\_\_\_\_\_\_\_ communication is sharing information by talking or using speech or language.

Non-verbal

Listening

**Verbal**

Written

22

Q.23 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is a combined effort on the part of a group of people working to achieve the same goal.

**Self-control**

Leadership

Networking

Teamwork

23

Q.24 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is any means of communication that can reach and influence many people.

Facebook

Cell Phones

Teamwork

**Media**

24

Q.25 Positive Work Ethic

Works well with all customers and coworkers

**Come to work every day on time, is willing to take direction, and is motivated to accomplish the task at hand**

Dresses appropriately and uses language and manners suitable for the workplace

Abides by workplace policies and laws and demonstrated honesty and reliability

25

Q.26 Teamwork

**Contributes to the success of the team, assists others, and requests help when needed**

Uses mathematical reasoning to accomplish tasks.

Follows directions and communicates effectively with customers and fellow employees

Dresses appropriately and uses language and manners suitable for the workplace

26

Q.27 Conflict Resolution

Works well with all customers and coworkers

**Negotiates diplomatic solutions to interpersonal and workplace issues**

Reads and interprets workplace documents and writes clearly

Prepares to apply for a job and to see promotion

27

Q.28 Speaking and Listening

Organizes and implements a productive plan of work

**Follows directions and communicates effectively with customers and fellow employess**

Comes to work every day on time, is willing to take direction, and is motivated to accomplish the task at hand

Follows safety guidelines and manages personal health

28

Q.29 Critical Thinking and Problem Solving

Dresses appropriately and uses language and manners suitable for the workplace

Follows directions and communicates effectively with customers and fellow employees

**Analyzes and resolves problems that arise in completing assigned tasks**

Contributes new ideas and works with initiative

29

Q.30 Advise, Consideration, Exchange thoughts, Clarity, Listen & Courtesy are all what soft skill?

Communication

Team work

**Adaptability**

Interpersonal

30

Q.31 Structured, Goal setting, Put together, Efficient, Prioritize, Proactive and Thinking ahead are all work soft skill?

Critical Thinking

Interpersonal

**Planning & Organizing**

Teamwork

31

Q.32 Independent, Moral, On-task, Vision, Integrity, Motivated & Responsible are all traits of which soft skill?

Critical thinking

Team work

**Work Ethic**

Planning & Organizing

32

Q.33 Adjust to task given, Changeable, Flexible, Action-Oriented, Willingness and Humbleness are all traits for which soft skill?

Interpersonal

Attitude

Team work

**Adaptability**

33

Q.34 Systematic, Multi-Task, Ask Questions, Research, Determination, Solution Minded are all traits of which soft skill?

Adaptability

Communication

Planning & Organizing

**Problem Solving/Critical Thinking**

34

Q.35 Emotional Intelligence, Humility, Empathy, Honesty and Assertiveness are all traits of which soft skill?

Work Ethic

Team work

**Interpersonal**

Planning & Organizing

35

Q.36 Others above self, Service minded and Good with people are all traits of which soft skill?

Work Ethic

**Interpersonal**

Adaptability

Team work

36

Q.37 Influential, Growth Mindset, Maturity and Stable are all traits of which soft skill?

Team work

Adaptability

**Attitude**

Critical Thinking

37

Q.38 Optimistic, Positivity, Behaviors and Maturity are all traits of which soft skill?

Adaptability

Planning & Organizing

**Attitude**

Team work

38

Q.39 Dependable, shows commitment, willing to help and reliable are all traits of which soft skill?

**Team work**

Attitude

Work Ethic

Adaptability

39

Q.40 Supportive of others, listening and follows instructions are all traits of which soft skill?

Work Ethic

Interpersonal

**Team work**

Attitude