



JA Career Success™

Answer Key:

1. Studies show that employers want employees who have skills known as the “4Cs”. Which of the following is NOT one of those skills?
 - a. Conceptual planning
2. Which of the following is the first step in effective problem-solving?
 - c. Defining the problem
3. Imagine you are in a conflict with a co-worker who is angry and raises her voice at you. Which conflict management technique should you try first?
 - c. Lower your voice and seek to understand her perspective
4. Which of the following is an important characteristic of the members of a “high performance team” in the workplace?
 - b. They use collaboration and creativity to reach a goal
5. Which of the following is NOT considered a “soft skill”?
 - d. Math ability
6. In a job interview, what is the most effective way to show the interviewer you have the skills needed?
 - b. Share an example of when you used the skill in a previous situation
7. The physical and social conditions in your place of work that affect the quality of the job are known as:
 - b. Work environment
8. Which of the following is not expected to be in high demand in the future?
 - c. Office clerk jobs
9. The expression of who you are and what makes you unique in the job market is known as:
 - a. Personal branding