

# WIN Learning

# Sample Tests

**Sample Questions and Answers**  
**- Essential Soft Skills**

## Essential Soft Skills - Sample Questions

---

This is a sample of the questions that are on the Essential Soft Skills test. It contains five questions similar to what you will see on the actual Essential Soft Skills Assessment. The test consists of multiple-choice questions where you must pick **ONE BEST** answer choice and **ONE WORST** answer choice for each scenario. While on this sample test you will circle your answer, on the actual test you will be provided with a Scantron answer sheet to ~~mark~~ your answers.

### Sample Question 1

You have been late to work three times this week due to morning traffic. Your boss threatened to suspend you if the tardiness continues.

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. Explain to your boss that it is not your fault that traffic is bad.
2. Ask your boss to change your work hours so you can avoid traffic.
3. Leave earlier so you can avoid the morning traffic.
4. Continue as usual and hope that you do not get in trouble.

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

**GO ON TO THE NEXT PAGE.**

## Essential Soft Skills - Sample Questions

---

Office policy states that food may not be kept in the refrigerator overnight. You have planned a party for the office secretary and need to store food overnight. 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. Ignore office policy this once. It is a special occasion.
2. Explain to your boss the need to store food overnight and ask for permission.
3. Hide the food in the back of the refrigerator and hope that nobody notices.
4. Cancel the party because food cannot be kept overnight.

### Sample Question 2

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

**GO ON TO THE NEXT PAGE.**

## Essential Soft Skills - Sample Questions

---

You have noticed that a co-worker has been coming in late and leaving early every day. You are working on a project together and 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. Tell your co-worker what time the workday begins and ends and demand he arrive on time.
2. Explain your concern to your co-worker and ask that he make an effort to arrive on time and stay through the end of the work day.
3. Ignore the situation because your supervisor should handle it.
4. Tell your supervisor that your co-worker isn't doing his part on the project.

### Sample Question 3

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

**GO ON TO THE NEXT PAGE.**

## Essential Soft Skills - Sample Questions

---

The company where you work has just started a new dress code policy. This policy states that all shirts must be heavily starched. Many employees are concerned about the increase in costs for wearing starched shirts from the dry cleaners. 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. Make a pact with your co-workers to boycott wearing starched shirts.
2. Tell your supervisor the dress code policy is uncalled for and costs too much money.
3. Wear the same starched shirt all week as a statement about the high laundry costs.
4. Work with your co-workers and supervisor to develop a more cost-efficient dress code policy.

### Sample Question 4

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

**GO ON TO THE NEXT PAGE.**

## Essential Soft Skills - Sample Questions

---

In the restroom, you overhear two co-workers gossiping about you.

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 please stop talking about you behind your back.
2. Gossip about the two co-workers to someone else.
3. Tell your supervisor that your co-workers were gossiping about you.
4. Ignore the situation and hope it doesn't happen again.

### Sample Question 5

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

**END OF THE ESSENTIAL SOFT SKILLS SAMPLE QUESTIONS.**

## Essential Soft Skills - Sample Answers

---

You have been late to work three times this week due to morning traffic. Your boss threatened to suspend you if the tardiness continues.

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. Explain to your boss that it is not your fault that traffic is bad.
2. Ask your boss to change your work hours so you can avoid traffic.
3. Leave earlier so you can avoid the morning traffic.
4. Continue as usual and hope that you do not get in trouble.

### Sample Question 1

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

**GO ON TO THE NEXT PAGE.**

## Essential Soft Skills - Sample Answers

---

Office policy states that food may not be kept in the refrigerator overnight. You have planned a party for the office secretary and need to store food overnight. 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. Ignore office policy this once. It is a special occasion.
2. Explain to your boss the need to store food overnight and ask for permission.
3. Hide the food in the back of the refrigerator and hope that nobody notices.
4. Cancel the party because food cannot be kept overnight.

### Sample Question 2

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

**GO ON TO THE NEXT PAGE.**

## Essential Soft Skills - Sample Answers

---

You have noticed that a co-worker has been coming in late and leaving early every day. You are working on a project together and 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. Tell your co-worker what time the workday begins and ends and demand he arrive on time.
2. Explain your concern to your co-worker and ask that he make an effort to arrive on time and stay through the end of the work day.
3. Ignore the situation because your supervisor should handle it.
4. Tell your supervisor that your co-worker isn't doing his part on the project.

### Sample Question 3

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

**GO ON TO THE NEXT PAGE.**

## Essential Soft Skills - Sample Answers

---

The company where you work has just started a new dress code policy. This policy states that all shirts must be heavily starched. Many employees are concerned about the increase in costs for wearing starched shirts from the dry cleaners. 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. Make a pact with your co-workers to boycott wearing starched shirts.
2. Tell your supervisor the dress code policy is uncalled for and costs too much money.
3. Wear the same starched shirt all week as a statement about the high laundry costs.
4. Work with your co-workers and supervisor to develop a more cost-efficient dress code policy.

### Sample Question 4

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

**GO ON TO THE NEXT PAGE.**

## Essential Soft Skills - Sample Answers

---

In the restroom, you overhear two co-workers gossiping about you.

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 please stop talking about you behind your back.
2. Gossip about the two co-workers to someone else.
3. Tell your supervisor that your co-workers were gossiping about you.
4. Ignore the situation and hope it doesn't happen again.

### Sample Question 5

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

**END OF THE ESSENTIAL SOFT SKILLS SAMPLE QUESTIONS.**