DUTYBELL

DBJET PRACTICE SERIES

MODULE 05

Workplace & Professional Skills

Professional behaviour and employability

100 Practice Questions	**4 Options per Question**
Answer Key	**Easy Explanations**

Topics covered

Teamwork • Leadership • Time Management • Workplace Ethics • Adaptability • Decision Making • Conflict Resolution • Professional Conduct • Problem Solving

Important practice notice

This booklet contains illustrative practice questions prepared for learning and self-assessment. These are **not actual, official, previously administered or guaranteed DBJET examination questions**. The format and topics may differ from the live assessment. A practice score is not a hiring decision or a guarantee of employment.

Prepared for candidate learning and workplace-readiness development.

Candidate Instructions

Before you begin

• Choose a quiet place and keep a stable internet connection if practising online.
• Read each question fully before selecting an answer.
• Attempt the questions independently before checking the answer key.
• Keep a note of questions you found difficult and revisit the related topic.

During practice

• Select the single best answer from options A, B, C or D.
• Avoid spending too long on one question; return to it later if needed.
• Consider workplace context, safety, fairness, communication and organisational policy.
• Do not treat a plausible-sounding option as correct unless it addresses the situation.

After practice

• Check your responses against the separate answer key.
• Read the explanation for every incorrect or uncertain answer.
• Identify repeated gaps and practise those skills in real or simulated workplace situations.

Preparation Tips

1. Practise listening, respectful communication and clear status updates.
2. Use a daily priority list and break large assignments into milestones.
3. Learn your organisation's policies on confidentiality, safety, attendance and conflicts of interest.
4. When solving a problem, define it, check evidence, identify causes, compare options and review the result.
5. Ask for feedback and convert it into one or two specific improvement actions.
6. In scenario questions, prefer responses that are ethical, calm, practical, evidence-based and within your authority.

Suggested self-assessment: 1 mark per correct answer. Maximum score: 100. This is a practice scoring guide only, not an official DBJET pass mark or hiring threshold.

Practice Questions

Select one best answer for each question.

Q1. A team member is struggling to complete an assigned task before a deadline. What is the most constructive response?

A. Ignore the problem because it is not your task

B. Offer reasonable support and coordinate with the team lead

C. Take over the task without informing anyone

D. Complain about the colleague to other team members

Q2. What is the main purpose of sharing progress updates with teammates?

A. To show that others are working slowly

B. To avoid being assigned new work

C. To keep everyone informed and identify dependencies early

D. To replace the need for team meetings

Q3. Two colleagues have different ideas for completing a project. What should the team do first?

A. Compare the ideas against the project goal and evidence

B. Choose the idea of the most senior person automatically

C. Stop the project until they agree

D. Ask unrelated colleagues to vote

Q4. Which behaviour best demonstrates active listening during a team discussion?

A. Interrupting to give your opinion quickly

B. Checking messages while someone speaks

C. Repeating only the points you agree with

D. Giving attention, asking relevant questions and summarising key points

Q5. A task depends on information from another department. What is the best action?

A. Wait silently until the information arrives

B. Contact the relevant person early and communicate the dependency

C. Complete the task using guessed information

D. Blame the other department if the deadline is missed

Q6. What does shared accountability mean in a team?

A. Every person is responsible only for personal success

B. The manager is responsible for every outcome

C. Members own their commitments and contribute to overall team results

D. No one is individually answerable for mistakes

Q7. A teammate makes a minor mistake that can be corrected quickly. What is the best response?

A. Point it out respectfully and help correct it

B. Discuss the mistake publicly to embarrass them

C. Hide the mistake from everyone

D. Refuse to work with the teammate

Q8. Which practice is most likely to improve collaboration in a hybrid team?

A. Keeping decisions in private conversations

B. Assuming everyone has received every update

C. Scheduling meetings without an agenda

D. Using shared documents and recording decisions in an accessible place

Q9. When should a team member raise a risk that may affect a shared deadline?

A. Only after the deadline has passed

B. As soon as the risk is reasonably identified

C. Only during the annual review

D. After another colleague notices it

Q10. A colleague asks for help while you are handling an urgent task. What should you do?

A. Promise help immediately regardless of workload

B. Ignore the request

C. Explain your current priority and agree on a realistic time or alternative support

D. Tell the colleague to solve everything alone

Q11. Which is an example of constructive team participation?

A. Contributing ideas, respecting others and following through on commitments

B. Agreeing with every suggestion to avoid discussion

C. Taking credit for the team's work

D. Withholding information to remain indispensable

Q12. A project team is unclear about its immediate priorities. What should an effective leader do?

A. Wait for team members to decide independently

B. Assign tasks without explaining the objective

C. Focus only on reporting the delay

D. Clarify the goal, priorities, owners and expected timelines

Q13. Which action best demonstrates leading by example?

A. Expecting punctuality while regularly arriving late

B. Following the standards and behaviours expected from the team

C. Avoiding difficult tasks

D. Taking credit for team achievements

Q14. A new employee is unfamiliar with a process. What is the best leadership response?

A. Provide guidance, demonstrate the process and allow practice

B. Criticise the employee for asking questions

C. Assign the task without support

D. Complete all future tasks on the employee's behalf

Q15. What is an appropriate way for a manager to delegate work?

A. Give vague instructions and avoid follow-up

B. Delegate only undesirable work

C. Match the task to capability, clarify outcomes and provide appropriate authority

D. Transfer responsibility but retain all decision-making

Q16. A team member delivers excellent work. What should a leader do?

A. Keep the achievement private in every situation

B. Recognise the contribution fairly and specifically

C. Take credit for the result

D. Immediately increase workload without discussion

Q17. A leader receives feedback that a decision caused confusion. What should happen next?

A. Reject the feedback because the decision is final

B. Find someone to blame

C. Avoid discussing the decision

D. Review the feedback, clarify the decision and improve the process

Q18. During a sudden operational problem, what should a leader prioritise?

A. Understand the facts, protect people and communicate immediate actions

B. Make a public accusation

C. Wait until every detail is known before taking any safe action

D. Ignore established procedures

Q19. Which leadership approach is most suitable when a capable employee is handling a familiar task?

A. Control every small step

B. Avoid setting any expectations

C. Give appropriate autonomy and remain available for support

D. Change the task repeatedly

Q20. What is the purpose of a one-to-one meeting with a team member?

A. To discuss only the manager's achievements

B. To review progress, obstacles, development and support needs

C. To replace all written records

D. To compare employees publicly

Q21. A leader disagrees with a senior stakeholder. What is the professional approach?

A. Respond emotionally in a group chat

B. Withhold important information

C. Agree publicly but undermine the decision later

D. Present evidence respectfully and discuss risks and alternatives

Q22. How can a leader build trust within a team?

A. Be consistent, transparent and fair, and honour commitments

B. Share confidential information casually

C. Change standards for favourite employees

D. Avoid admitting mistakes

Q23. You have three tasks: one urgent and important, one important but not urgent, and one low-value task. What should you do first?

A. Start with the easiest task

B. Work on the low-value task first

C. Address the urgent and important task, then plan the important task

D. Delay all tasks until someone follows up

Q24. What is the most useful purpose of a daily task list?

A. To make the day look busy

B. To organise priorities and track commitments

C. To avoid communicating with colleagues

D. To guarantee that no unexpected work will arise

Q25. A meeting has no clear objective and is running over time. What is the best response?

A. Leave without informing anyone

B. Continue indefinitely

C. Start unrelated discussions

D. Politely bring the discussion back to the objective and agree on next steps

Q26. What should you do when you realise a deadline may be missed?

A. Inform the relevant person early, explain the position and propose a revised plan

B. Wait until the deadline passes

C. Change the due date in a private note

D. Blame workload without offering options

Q27. Which method can help reduce distraction during focused work?

A. Keep every notification enabled

B. Switch between tasks every minute

C. Set a defined focus period and limit non-essential interruptions

D. Keep multiple unrelated tasks open

Q28. You receive a new urgent request while working on another priority. What should you do?

A. Automatically abandon the current task

B. Assess urgency and impact, then confirm priorities with the relevant person

C. Accept it but do neither task

D. Ignore the request

Q29. Why is it useful to break a large assignment into smaller milestones?

A. It removes the need for quality checks

B. It makes the assignment longer

C. It guarantees there will be no changes

D. It makes progress easier to plan, monitor and adjust

Q30. Which is the best way to prepare for a scheduled meeting?

A. Review the agenda, relevant information and questions beforehand

B. Arrive without knowing the topic

C. Ask participants to repeat all earlier emails

D. Prepare only after the meeting ends

Q31. What is a realistic way to manage a calendar?

A. Schedule every minute with no breaks

B. Use it only for personal events

C. Include deadlines, preparation time and reasonable buffers

D. Add tasks without checking existing commitments

Q32. A task is taking longer than estimated because its scope has increased. What should you do?

A. Continue silently and miss other deadlines

B. Review the scope and effort, then communicate the impact and options

C. Reduce quality without approval

D. Delete the task from the tracker

Q33. Which activity is an example of procrastination?

A. Clarifying an unclear requirement

B. Breaking work into milestones

C. Requesting needed information

D. Repeatedly postponing an important task without a valid reason

Q34. You notice a colleague entering inaccurate information in a business record. What should you do?

A. Ignore it because it is not your record

B. Copy the information into another system

C. Follow the organisation's reporting process and raise the concern factually

D. Change the record secretly without authorisation

Q35. A supplier offers you an expensive personal gift in return for favouring their proposal. What is the appropriate action?

A. Accept it privately

B. Decline and disclose the offer according to company policy

C. Ask for a larger gift

D. Approve the supplier without evaluation

Q36. What should you do with confidential employee information?

A. Share it only with authorised people for legitimate work purposes

B. Discuss it with friends

C. Send it to a personal group chat

D. Use it for personal benefit

Q37. You made an error in a report that has already been submitted. What is the ethical response?

A. Hide the error

B. Delete the original evidence

C. Blame a colleague

D. Promptly inform the appropriate person and help correct the record

Q38. A manager asks you to bypass a required safety check to save time. What should you do?

A. Follow the instruction without question

B. Record that the check was completed when it was not

C. Explain the risk and follow the required safety procedure or escalation route

D. Ask a colleague to sign it instead

Q39. Which action best reflects fairness at work?

A. Apply consistent, job-related criteria when evaluating people

B. Give opportunities only to friends

C. Make decisions based on rumours

D. Use different standards without a valid reason

Q40. You discover that you have a personal relationship with a vendor being evaluated. What should you do?

A. Hide the relationship

B. Disclose the potential conflict and follow the organisation's process

C. Select the vendor immediately

D. Ask the vendor to keep it secret

Q41. What is the appropriate response to workplace harassment or discrimination?

A. Treat it as harmless office humour

B. Retaliate against the person

C. Share unverified allegations widely

D. Use the appropriate reporting channel and provide factual information

Q42. Which statement about company resources is correct?

A. They may be used for any personal purpose

B. They can be shared with outsiders without permission

C. They should be used responsibly and in accordance with policy

D. They do not need to be protected

Q43. A colleague asks you to approve an expense you know is personal rather than business-related. What should you do?

A. Approve it to maintain friendship

B. Decline to approve inaccurate claims and follow the expense policy

C. Split the amount across reports

D. Ignore the description and sign

Q44. What is the best approach when you are unsure whether an action is ethically acceptable?

A. Pause, check the policy and seek guidance from an appropriate authority

B. Proceed because nobody may notice

C. Ask only the person who benefits

D. Destroy related records

Q45. Your organisation introduces a new software system. What is the best response?

A. Refuse to use it without trying

B. Continue using an old system secretly

C. Wait for colleagues to do all the learning

D. Learn the new process, practise and ask for help where needed

Q46. A project requirement changes after work has started. What should you do?

A. Review the change, assess its impact and adjust the plan with stakeholders

B. Continue with the old requirement without discussion

C. Blame the person who requested the change

D. Stop all work permanently

Q47. You are assigned a task outside your usual routine but within your capability. What is the best approach?

A. Reject it automatically

B. Accept without clarifying anything

C. Clarify expectations and learn what is needed to complete it

D. Delegate it to someone without permission

Q48. A customer changes their preferred delivery time. What should you do?

A. Promise any time without checking

B. Check feasibility and communicate available options

C. Ignore the change

D. Cancel the service immediately

Q49. What is a growth mindset in the workplace?

A. Believing skills cannot improve

B. Avoiding feedback

C. Assuming mistakes prove inability

D. Believing abilities can develop through learning, practice and feedback

Q50. A new policy changes the way your team handles requests. What should you do first?

A. Understand the policy and identify how your tasks are affected

B. Continue the old process indefinitely

C. Tell customers the policy is unnecessary

D. Make up your own version

Q51. You are moved to a different team for a short project. How can you adapt effectively?

A. Assume the new team works exactly like the old one

B. Avoid speaking to new colleagues

C. Learn the team's goals, roles and working practices

D. Wait for others to discover your skills

Q52. An unexpected issue disrupts your original plan. What is a useful response?

A. Panic and stop communicating

B. Reassess priorities and agree on a practical revised plan

C. Pretend the issue does not exist

D. Continue the plan even if it is no longer workable

Q53. Which behaviour shows openness to feedback?

A. Arguing before listening

B. Ignoring all suggestions

C. Taking every comment as a personal attack

D. Considering the feedback and identifying useful improvements

Q54. A colleague proposes a better way to complete a routine task. What should you do?

A. Reject it because the old method is familiar

B. Discuss the idea and test it appropriately if feasible

C. Adopt it without checking risks

D. Discourage further suggestions

Q55. When working with colleagues from different backgrounds, what is a good approach?

A. Make assumptions about their preferences

B. Expect everyone to communicate identically

C. Show respect, ask when unsure and adapt communication appropriately

D. Avoid collaboration

Q56. You must choose between two suppliers. Which approach is most reliable?

A. Compare relevant criteria such as quality, cost, reliability and compliance

B. Choose the supplier who calls most often

C. Select randomly

D. Choose only by the appearance of the proposal

Q57. You do not have enough information to make a high-impact decision. What should you do?

A. Guess immediately

B. Ask an unrelated person to decide

C. Hide the uncertainty

D. Identify the missing information and obtain it before deciding, where time permits

Q58. What is the purpose of evaluating alternatives before acting?

A. To delay every decision

B. To compare possible outcomes, costs and risks

C. To avoid responsibility

D. To ensure every option is used

Q59. A small, reversible decision is needed quickly. What is often the most appropriate approach?

A. Wait for a board meeting

B. Collect every possible piece of information

C. Use available facts, decide proportionately and review the result

D. Escalate it to the highest authority automatically

Q60. Which is an example of confirmation bias?

A. Checking information from different sources

B. Considering evidence that challenges your preferred option

C. Updating a view when facts change

D. Seeking only information that supports what you already believe

Q61. A proposed action may save money but create a serious safety risk. What should guide the decision?

A. Safety requirements and risk controls, not cost alone

B. The cheapest option in every case

C. The personal preference of one employee

D. The speed of approval

Q62. What should be documented after an important workplace decision?

A. Only the names of people present

B. The decision, key reasons, owner and relevant next steps

C. Personal opinions about colleagues

D. Unrelated historical details

Q63. A decision produces an unexpected negative result. What should you do?

A. Hide the result

B. Blame the team immediately

C. Review what happened, communicate appropriately and adjust the approach

D. Repeat the decision without learning

Q64. Which question is most useful when assessing a proposed solution?

A. Will this make me look busy?

B. Can we avoid telling anyone?

C. Is this the easiest option for one person?

D. Does it solve the actual problem and meet the required constraints?

Q65. A decision affects several departments. What is a sensible step before finalising it?

A. Consult relevant stakeholders about impacts and dependencies

B. Ask only the department making the request

C. Keep the decision secret

D. Assume there will be no impact

Q66. When is escalation appropriate?

A. Whenever a task is slightly inconvenient

B. When the issue exceeds your authority, expertise or risk tolerance

C. Only after a customer complains publicly

D. Never; all decisions must be made alone

Q67. Two colleagues disagree about task ownership. What is the best first step?

A. Listen to both views and clarify responsibilities and expectations

B. Choose a side without hearing the facts

C. Send an angry message to the whole office

D. Ignore the disagreement

Q68. During a disagreement, what does focusing on the issue rather than the person mean?

A. Using personal insults

B. Bringing up unrelated past mistakes

C. Discussing observable facts, impact and possible solutions

D. Assuming bad intentions

Q69. A colleague speaks angrily during a meeting. What is a professional response?

A. Raise your voice to match theirs

B. Stay calm, avoid escalation and suggest discussing the issue constructively

C. Make jokes about the colleague

D. Post the incident on social media

Q70. What is a win-win approach to conflict resolution?

A. One person gets everything they want

B. Both parties avoid discussing the issue

C. The issue is postponed forever

D. Seek an option that addresses the important interests of both parties

Q71. When should a workplace disagreement be escalated?

A. When it involves serious misconduct, safety, harassment or cannot be resolved at the appropriate level

B. For every minor difference of opinion

C. Only when the disagreement becomes public

D. Never, regardless of severity

Q72. A misunderstanding occurs because an email was unclear. What should you do?

A. Assume the sender intended to offend you

B. Forward it to everyone with criticism

C. Ask for clarification respectfully and confirm the agreed meaning

D. Stop responding permanently

Q73. What is mediation intended to do?

A. Punish one party automatically

B. Help parties discuss concerns and work toward an agreed resolution

C. Replace all company policies

D. Guarantee that both parties become friends

Q74. A colleague repeatedly interrupts you during a discussion. What is an appropriate response?

A. Interrupt them more loudly

B. Leave without explanation

C. Insult them after the meeting

D. Politely ask to finish your point and agree on turn-taking

Q75. Why is it important to agree on follow-up actions after resolving a conflict?

A. To ensure responsibilities and expectations are clear

B. To reopen the argument

C. To identify someone to blame later

D. To avoid recording the outcome

Q76. A customer is upset about a service delay. What should you do first?

A. Argue that the customer is wrong

B. Make a promise you cannot keep

C. Listen, acknowledge the concern and establish the facts

D. End the conversation immediately

Q77. What should you avoid when trying to resolve a disagreement?

A. Asking clarifying questions

B. Using threats, insults or personal attacks

C. Summarising the other person's concern

D. Agreeing on specific next steps

Q78. Which behaviour is most appropriate when communicating with a client?

A. Use respectful language, clear information and a suitable tone

B. Use slang in every formal message

C. Share internal complaints about colleagues

D. Make commitments without checking

Q79. You are running late for work because of an unexpected delay. What should you do?

A. Say nothing and arrive whenever possible

B. Ask a colleague to mark you present

C. Change the attendance record

D. Inform the appropriate person as soon as possible and follow attendance policy

Q80. What is the best practice for professional email communication?

A. Use an unclear subject and no greeting

B. Use a relevant subject, clear message and appropriate closing

C. Write the entire email in capital letters

D. Include unrelated recipients

Q81. A colleague shares confidential workplace information in a public area. What should you do?

A. Join the conversation

B. Record it for entertainment

C. Avoid further disclosure and remind them of confidentiality expectations or report if necessary

D. Share the information with friends

Q82. Which action demonstrates accountability?

A. Admitting your mistake and taking steps to correct it

B. Hiding incomplete work

C. Blaming another person automatically

D. Ignoring agreed responsibilities

Q83. What should you do before posting a workplace-related comment on social media?

A. Assume all information is public and harmless

B. Share customer details if names are omitted

C. Post confidential screenshots

D. Check company policy and ensure no confidential or inappropriate information is disclosed

Q84. Which is an appropriate use of workplace communication channels?

A. Sending offensive jokes to the whole team

B. Using respectful, work-relevant communication and following channel norms

C. Sharing passwords in a group chat

D. Flooding colleagues with unrelated messages

Q85. A meeting invitation conflicts with an important deadline. What is the professional response?

A. Ignore the invitation

B. Accept and do not attend

C. Communicate the conflict and request a suitable adjustment or alternative

D. Complain to unrelated colleagues

Q86. What does maintaining professional boundaries mean?

A. Keeping all work and personal matters completely secret

B. Never speaking to colleagues

C. Agreeing to every personal request

D. Maintaining respectful relationships and avoiding inappropriate use of authority or access

Q87. You are unsure how to address a senior colleague in a formal email. What should you do?

A. Use a respectful form of address consistent with workplace culture

B. Use a nickname without permission

C. Use an insulting title

D. Avoid addressing the person at all

Q88. Which behaviour best reflects reliability?

A. Frequently missing commitments without notice

B. Completing agreed work on time or communicating early when circumstances change

C. Making promises without checking capacity

D. Ignoring follow-up messages

Q89. A recurring error appears in a monthly report. What should you do first?

A. Blame the person who prepared the latest report

B. Delete the report

C. Identify the pattern and investigate the underlying cause

D. Ignore it if the total seems reasonable

Q90. What is the purpose of root cause analysis?

A. To identify the underlying reason a problem occurs

B. To find someone to punish

C. To make a report longer

D. To avoid implementing a solution

Q91. A customer reports that an order is incomplete. What is the best first action?

A. Promise a refund without checking

B. Argue that the order must be correct

C. Close the complaint immediately

D. Verify the order details and identify what is missing

Q92. Which sequence is a sensible general problem-solving process?

A. Act first, then define the problem

B. Define the problem, analyse causes, consider options, act and review

C. Blame, escalate and stop

D. Choose an option randomly and avoid review

Q93. A process has too many manual steps and frequent delays. What could help?

A. Add more unnecessary approvals

B. Ignore staff feedback

C. Map the process and identify bottlenecks or repetitive steps

D. Remove all quality checks

Q94. You have several possible solutions. How should you compare them?

A. Assess effectiveness, cost, time, risk and feasibility

B. Choose the most complicated solution

C. Choose the first suggestion without review

D. Select the option that hides the issue

Q95. A solution fixes today's issue but may cause another problem next month. What should you do?

A. Implement it without discussion

B. Ignore the future impact

C. Assume the risk will disappear

D. Assess possible side effects and plan controls before implementation

Q96. A colleague suggests a small improvement to a repetitive task. What is a useful next step?

A. Reject it because change is inconvenient

B. Evaluate the suggestion and, if suitable, test it on a limited basis

C. Implement it across the company without approval

D. Avoid measuring the result

Q97. What is the value of measuring results after implementing a solution?

A. It proves the original idea was always correct

B. It removes the need for feedback

C. It shows whether the solution worked and what needs adjustment

D. It prevents future problems automatically

Q98. A problem is outside your technical knowledge. What should you do?

A. Make up an answer

B. Hide the problem

C. Change data to make it appear solved

D. Seek help from a qualified person and share the facts gathered

Q99. Which question helps distinguish a symptom from a root cause?

A. Why is this happening, and what evidence supports the explanation?

B. Who can we blame immediately?

C. How can we hide the result?

D. Can we ignore the issue until next year?

Q100. A team implements a new checklist to reduce missed steps. What should it do after a trial period?

A. Assume it is effective without checking

B. Review missed-step data and user feedback, then refine the checklist

C. Stop collecting information

D. Add unrelated tasks to the checklist

Answer Key

Use this section only after attempting all 100 questions.

1. B	**2.** C	**3.** A	**4.** D	**5.** B	**6.** C	**7.** A	**8.** D	**9.** B	**10.** C
11. A	**12.** D	**13.** B	**14.** A	**15.** C	**16.** B	**17.** D	**18.** A	**19.** C	**20.** B
21. D	**22.** A	**23.** C	**24.** B	**25.** D	**26.** A	**27.** C	**28.** B	**29.** D	**30.** A
31. C	**32.** B	**33.** D	**34.** C	**35.** B	**36.** A	**37.** D	**38.** C	**39.** A	**40.** B
41. D	**42.** C	**43.** B	**44.** A	**45.** D	**46.** A	**47.** C	**48.** B	**49.** D	**50.** A
51. C	**52.** B	**53.** D	**54.** B	**55.** C	**56.** A	**57.** D	**58.** B	**59.** C	**60.** D
61. A	**62.** B	**63.** C	**64.** D	**65.** A	**66.** B	**67.** A	**68.** C	**69.** B	**70.** D
71. A	**72.** C	**73.** B	**74.** D	**75.** A	**76.** C	**77.** B	**78.** A	**79.** D	**80.** B
81. C	**82.** A	**83.** D	**84.** B	**85.** C	**86.** D	**87.** A	**88.** B	**89.** C	**90.** A
91. D	**92.** B	**93.** C	**94.** A	**95.** D	**96.** B	**97.** C	**98.** D	**99.** A	**100.** B

Answer Explanations

Each explanation briefly describes why the correct option is the most appropriate response.

Q1 — B | Teamwork

Offering support while coordinating responsibilities helps the team meet its goal without creating confusion about ownership.

Q2 — C | Teamwork

Progress updates improve coordination, reveal blockers and help colleagues plan dependent work.

Q3 — A | Teamwork

A goal-based comparison encourages objective discussion and a solution that best serves the project.

Q4 — D | Teamwork

Active listening means focusing on the speaker, clarifying meaning and confirming understanding.

Q5 — B | Teamwork

Early, clear coordination helps resolve dependencies before they affect delivery.

Q6 — C | Teamwork

Shared accountability combines individual ownership with responsibility for the team's collective outcome.

Q7 — A | Teamwork

Respectful, solution-focused feedback corrects the issue while preserving trust.

Q8 — D | Teamwork

Shared, accessible records reduce information gaps between remote and office-based colleagues.

Q9 — B | Teamwork

Early escalation gives the team time to assess options and reduce the impact.

Q10 — C | Teamwork

Clear communication balances competing priorities and sets realistic expectations.

Q11 — A | Teamwork

Constructive participation includes contribution, respect, transparency and reliable follow-through.

Q12 — D | Leadership

Clear direction helps people understand what matters, who owns each task and when it is due.

Q13 — B | Leadership

Leaders build credibility when their own actions reflect the standards they communicate.

Q14 — A | Leadership

Guidance and supported practice help the employee develop capability and confidence.

Q15 — C | Leadership

Good delegation aligns work with capability and gives the person clarity, authority and support.

Q16 — B | Leadership

Specific and fair recognition reinforces useful behaviours and supports motivation.

Q17 — D | Leadership

Effective leaders remain accountable and use feedback to improve clarity and execution.

Q18 — A | Leadership

A calm, fact-based response protects people and enables timely, responsible action.

Q19 — C | Leadership

Delegated autonomy supports ownership while access to support manages risk.

Q20 — B | Leadership

A one-to-one creates space for focused feedback, problem-solving and development.

Q21 — D | Leadership

Evidence-based, respectful disagreement supports better decisions and preserves working relationships.

Q22 — A | Leadership

Trust grows when actions are reliable, fair and honest.

Q23 — C | Time Management

Prioritising by urgency and importance protects critical work while ensuring important long-term tasks are scheduled.

Q24 — B | Time Management

A task list makes work visible and helps organise time; it cannot eliminate unexpected work.

Q25 — D | Time Management

Refocusing the meeting protects time and ensures decisions and actions are captured.

Q26 — A | Time Management

Early communication gives stakeholders a chance to reprioritise or provide support.

Q27 — C | Time Management

A planned focus period reduces context switching and supports sustained attention.

Q28 — B | Time Management

Clarifying relative priorities prevents conflicting expectations and unmanaged delays.

Q29 — D | Time Management

Milestones make complex work manageable and reveal delays earlier.

Q30 — A | Time Management

Preparation makes discussion more focused and improves the quality of decisions.

Q31 — C | Time Management

Buffers account for transitions and unexpected work, making the schedule more achievable.

Q32 — B | Time Management

Scope changes should be assessed and communicated so priorities, time and expectations can be adjusted.

Q33 — D | Time Management

Procrastination is avoidable delay, not purposeful planning or clarification.

Q34 — C | Workplace Ethics

Ethical handling means raising concerns through appropriate channels and preserving record integrity.

Q35 — B | Workplace Ethics

A gift linked to favourable treatment creates a conflict of interest and should be declined and disclosed.

Q36 — A | Workplace Ethics

Confidential information must be accessed and shared only when authorised and necessary.

Q37 — D | Workplace Ethics

Prompt correction and transparency protect the reliability of business information.

Q38 — C | Workplace Ethics

Safety requirements should not be falsely bypassed; concerns should be raised through proper channels.

Q39 — A | Workplace Ethics

Fairness requires objective, relevant criteria and consistent treatment.

Q40 — B | Workplace Ethics

Disclosure allows the organisation to manage actual or perceived conflicts of interest.

Q41 — D | Workplace Ethics

Reporting through appropriate channels supports a fair and safe workplace response.

Q42 — C | Workplace Ethics

Company resources, including devices and data, should be used responsibly and securely.

Q43 — B | Workplace Ethics

Approvals should be accurate and consistent with policy, not influenced by personal relationships.

Q44 — A | Workplace Ethics

Checking policy and seeking guidance helps prevent avoidable ethical or compliance breaches.

Q45 — D | Adaptability

Adaptability involves learning new tools and adjusting work methods constructively.

Q46 — A | Adaptability

A structured review ensures the revised work matches the current need and agreed priorities.

Q47 — C | Adaptability

A willingness to learn, combined with clear expectations, demonstrates flexibility.

Q48 — B | Adaptability

Adaptability must be balanced with realistic commitments and clear communication.

Q49 — D | Adaptability

A growth mindset treats capability as something that can be developed.

Q50 — A | Adaptability

Understanding the new requirement is the first step toward consistent implementation.

Q51 — C | Adaptability

Learning the new team's context helps you contribute quickly and avoid assumptions.

Q52 — B | Adaptability

Adaptability requires responding to new facts while keeping stakeholders informed.

Q53 — D | Adaptability

Open-minded feedback handling helps identify learning opportunities.

Q54 — B | Adaptability

A practical evaluation can improve efficiency while managing potential risks.

Q55 — C | Adaptability

Respectful curiosity and flexible communication support inclusive teamwork.

Q56 — A | Decision Making

Relevant, consistent criteria support a reasoned and defensible decision.

Q57 — D | Decision Making

Important decisions should be based on sufficient reliable information whenever practical.

Q58 — B | Decision Making

Comparing alternatives helps identify the option that best meets the objective with acceptable risk.

Q59 — C | Decision Making

Low-risk, reversible decisions can often be made promptly using proportionate analysis.

Q60 — D | Decision Making

Confirmation bias occurs when people favour evidence that supports an existing belief.

Q61 — A | Decision Making

Cost matters, but it cannot justify ignoring serious safety obligations and risks.

Q62 — B | Decision Making

A concise decision record supports accountability, continuity and later review.

Q63 — C | Decision Making

Reviewing outcomes turns experience into learning and supports corrective action.

Q64 — D | Decision Making

A good decision addresses the real problem while respecting requirements and constraints.

Q65 — A | Decision Making

Consultation reveals cross-functional effects that may otherwise be missed.

Q66 — B | Decision Making

Escalation is appropriate when the matter requires authority, expertise or risk acceptance beyond your role.

Q67 — A | Conflict Resolution

Listening and clarifying roles helps resolve the source of the disagreement.

Q68 — C | Conflict Resolution

Issue-focused discussion reduces personal attacks and keeps attention on resolution.

Q69 — B | Conflict Resolution

A calm response can lower tension and create space for a productive discussion.

Q70 — D | Conflict Resolution

A win-win approach looks for a workable outcome that respects the key needs of those involved.

Q71 — A | Conflict Resolution

Serious issues and unresolved matters may require formal support or reporting.

Q72 — C | Conflict Resolution

Clarifying intent and confirming understanding can resolve communication-based conflict.

Q73 — B | Conflict Resolution

Mediation provides a structured process for dialogue; it does not guarantee personal agreement.

Q74 — D | Conflict Resolution

Respectful boundary-setting supports balanced participation.

Q75 — A | Conflict Resolution

Follow-up actions help turn an agreement into practical behaviour and prevent repeated misunderstandings.

Q76 — C | Conflict Resolution

Listening and fact-finding show respect and create a basis for a realistic solution.

Q77 — B | Conflict Resolution

Personal attacks and threats increase tension and make constructive resolution harder.

Q78 — A | Professional Conduct

Professional client communication is respectful, accurate and appropriate to the situation.

Q79 — D | Professional Conduct

Timely communication and compliance with attendance procedures demonstrate reliability.

Q80 — B | Professional Conduct

A clear subject and concise, courteous message help recipients understand and act.

Q81 — C | Professional Conduct

Confidential information should be protected; concerns should be addressed appropriately.

Q82 — A | Professional Conduct

Accountability means owning commitments and responding responsibly when things go wrong.

Q83 — D | Professional Conduct

Online conduct can affect privacy, security and the organisation's reputation.

Q84 — B | Professional Conduct

Professional channels should be used respectfully, securely and for suitable purposes.

Q85 — C | Professional Conduct

Promptly explaining a genuine conflict allows others to plan and protects work commitments.

Q86 — D | Professional Conduct

Professional boundaries protect fairness, respect and appropriate workplace relationships.

Q87 — A | Professional Conduct

A respectful, context-appropriate form of address is a safe professional choice.

Q88 — B | Professional Conduct

Reliability involves meeting commitments and communicating promptly when delivery is at risk.

Q89 — C | Problem Solving

Understanding the pattern and root cause is more effective than repeatedly correcting symptoms.

Q90 — A | Problem Solving

Root cause analysis seeks the underlying cause so corrective action can prevent recurrence.

Q91 — D | Problem Solving

Fact-checking establishes the problem before selecting an appropriate remedy.

Q92 — B | Problem Solving

A structured sequence reduces guesswork and checks whether the solution worked.

Q93 — C | Problem Solving

Process mapping makes delays and unnecessary steps visible for improvement.

Q94 — A | Problem Solving

Comparing practical criteria helps identify a solution that is effective and workable.

Q95 — D | Problem Solving

Considering unintended consequences helps avoid shifting the problem elsewhere.

Q96 — B | Problem Solving

A controlled trial can test whether the idea improves the process before wider use.

Q97 — C | Problem Solving

Measurement provides evidence of impact and informs further improvements.

Q98 — D | Problem Solving

Seeking appropriate expertise is safer and more effective than guessing.

Q99 — A | Problem Solving

Asking why and checking evidence helps move beyond the visible symptom to its cause.

Q100 — B | Problem Solving

Reviewing evidence and feedback confirms whether the checklist helps and identifies improvements.