



# JA Career Success<sup>®</sup>

## (Kit)

### Answer Key to Knowledge Questions

1. Studies show that employers want employees who have skills known as the “four C’s.” Which of the following is NOT one of those skills?
  - a. **Conceptual planning**
  - b. Collaboration
  - c. Critical thinking
  - d. Communication
2. Which of the following is the first step in effective problem-solving?
  - a. Selecting the best solution
  - b. Gathering the necessary information
  - c. **Defining the problem**
  - d. Considering all the alternatives
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?
  - a. Wait until that person calms down.
  - b. Raise your voice to make sure she hears your point.
  - c. **Lower your voice and seek to understand her perspective.**
  - d. Go find someone to intervene.
4. Which of the following is an important characteristic of the members of a “high performance team” in the workplace?
  - a. They have a high level of technical skill.
  - b. **They use collaboration and creativity to reach a goal.**
  - c. They work for the top managers in a company.
  - d. They do not argue with each other.
5. Which of the following is NOT considered a “soft skill?”
  - a. Work ethic
  - b. Positive attitude
  - c. Time management
  - d. **Math ability**



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6. In a job interview, what is the most effective way to show the interviewer you have the skills needed?
  - a. Ask the interviewer to contact a teacher or previous boss for a reference.
  - b. Share an example of when you used the skill in a previous situation.**
  - c. Explain to the interviewer how you would use the skill if given the job.
  - d. Ask the prospective employer how they would want you to use the skill.
  
7. The physical and social conditions in your place of work that affect the quality of the job are known as:
  - a. Social conditioning
  - b. Work environment**
  - c. Collateral environment
  - d. Work systems
  
8. Which of the following is not expected to be in high demand in the future?
  - a. Science, Technology, Engineering, and Math (STEM) jobs
  - b. Healthcare jobs
  - c. Office clerk jobs**
  - d. Plumbing jobs
  
9. The expression of who you are and what makes you unique in the job market is known as:
  - a. Personal branding**
  - b. Job prospect
  - c. Networking
  - d. Resume