



EPISODE 2 WORKSHEET

Key Things to Remember

When it comes to behavioral questions there are no “right” or “wrong” answers. There are only effective and ineffective answers. **An effective answer demonstrates your skillset, your actions, and your thought process.**

Many interview questions explore your ethics.

Being ethical is a personal choice.

Vocabulary (Examples of Soft Skills)

Authenticity is being true to one’s own personality and character without pretense

Character is the attributes that makeup or distinguishes a person.

Code of Conduct is a set of rules/values that informs employees of the company’s expectations.

Critical Thinking is the ability to think logically to identify reasonable conclusions and effective solutions.

Ethics refers to rules provided by external sources e.g. workplace code of conduct.

Ethical Behavior is doing the right thing all the time whether someone is looking or not.

Morals refers to a person’s own principles regarding right and wrong

Problem-Solving is the process of finding solutions to difficult or complex issues. Almost every business is started with the intent of solving a problem and/or filling a need.

Transparency is your ability to be free of pretense or deceit.

Review

Skill Talk™ episode #1 Al Duncan defined soft skills. What are soft skills?

Discussion Questions

In Skill Talk™ episode #2 Al Duncan challenged you with a **Million Dollar Question**- If people knew the real you would that help you be successful?

Interview Question: Tell me about a time when you were faced with an ethical dilemma? How did you respond?

What Would You Do? (Activity)

Total time: 12-15 minutes

Step 1: Read each scenario and discuss what you would do in each situation? Explain how you reached your decision.

Step 2: Identify the soft skill(s) needed in each scenario.

Scenario #1: You go to the bank to withdraw money. After you leave the bank, you discover that the teller gave you \$100 more than you requested. What do you do? Why?

Scenario #2: If you discovered that your supervisor was breaking the company’s code of conduct, what would you do? Why?