



## 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?