

Preparing Workers for 21st Century Employment

Situational Judgment Reading Practice Exercises

Form 2

Directions:

Read each of the situations that follow. There are four choices presented for each scenario. You will choose two answers for each. Pick the best choice first. Then decide on the worst choice. The worst choice is one that will possibly cause the person to lose the job. Your instructor will tell you how to mark your answers.

**Situational Judgment
Form 2
Scenario # 1**

Sandy works in the title department at the county court house. She records the titles for all of the property sales in the area. Each time she records a title, it takes about four hours. The county has just purchased a new computer system. The computer system will record titles in a few minutes. Sandy has never worked on a computer. She is afraid that she will loose her job. What should she do?

- a. Talk to her boss about how she can do the job just as well as a computer.**
- b. Quit her job as the computer will take over her responsibilities.**
- c. Talk with her supervisor about taking training courses so that she can use the computer system to better do her job.**
- d. Complain to her fellow employees that computers are taking all of their jobs.**

The best answer is:

The worst answer is:

**Situational Judgment
Form 2
Scenario # 2**

Lisette and Edwidge are both nail technicians. Edwidge has decided to buy a new car because she has so much business from two of the hairdressers in the salon. What Edwidge does not know is the two hairdressers are leaving at the end of the month and taking their clients with them. Lisette knows they are leaving because they told her in confidence. Lisette knows Edwidge will not be able to pay for the car if she loses her clients. What should Lisette do?

A. Immediately tell Edwidge that she knows the hairdressers are leaving and taking their clients with them because they told her in confidence.

B. Do not say anything to Edwidge because it is not any of her business what Edwidge buys.

C. Speak with the two hairdressers and let them know the effect this will have on Edwidge and ask if it is okay to tell Edwidge about their plans.

D. Insist that Edwidge not buy the car because she knows a “secret” that will affect Edwidge but she can’t tell.

The best answer is:

The worst answer is:

**Situational Judgment
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Scenario # 3**

David notices that Peter's deliveries use much less gas than Shamir's even though each route has the same number of miles. David knows that Shamir is new and it is difficult to communicate with him due to his limited English. When David tries to speak to Shamir about taking a shorter route, Shamir shrugs his shoulders and says he does not understand. What should David do?

- A. Repeat what he just said, but slower and louder.**
- B. Find a coworker to translate how to take a shorter route.**
- C. Get angry and call Shamir a name because he does not understand.**
- D. Draw a map and explain to Shamir how to take a shorter route.**

The best answer is:

The worst answer is:

**Situational Judgment
Form 2
Scenario # 4**

Maria, a Spanish interpreter in an elementary school, saw one of the third grade teachers grab a child quite roughly. The child was unruly and undisciplined at the time. The teacher was trying to stop this child from causing harm to others. The child's parent accused the teacher of hurting her child on purpose. Maria was asked what she saw. Maria does not like this teacher. What should Maria do?

- A. Say that the teacher hurt the child on purpose, because she does not like this teacher and wants her to get in trouble.**
- B. Say she did not see anything, because she does not want to get involved.**
- C. Explain that the child was unruly but the teacher stopped the child too roughly.**
- D. Explain that the child was unruly. The teacher grabbed the child roughly, but Maria did not see any indication that it was on purpose to hurt the child, but to prevent the child from hurting others.**

The best answer is:

The worst answer is:

**Situational Judgment
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Scenario # 5**

Ed is a building superintendent. Early this morning the smoke alarm went off in the apartment building. Ed does not smell any smoke. What should he do?

- a. Follow the set emergency procedure for evacuating the building and calling the fire department.**
- b. Call the owner of the building to ask what he should do.**
- c. Check the smoke alarm on each floor of the building.**
- d. Nothing as smoke alarms always go off for no reason.**

The best answer is:

The worst answer is:

**Situational Judgment
Form 2
Scenario # 6**

Boris believes that it doesn't matter how one looks, but rather how one does his or her job. Boris works at an accounting firm where everyone wears a suit. The company has a very conservative policy on dress code.

On weekends, Boris plays in a band. The other band members have their hair spiked and colored green and red. Boris is thinking about getting his hair colored and spiked too. However, Boris isn't sure what his accounting firm would think of this new look. What should Boris do?

- a. Ask his co-workers at the accounting firm what they think.**
- b. Get his hair spiked and colored, since it's his business how he looks.**
- c. Get his hair colored, but not spiked.**
- d. Forget about both as they are against the company's dress code.**

The best answer is:

The worst answer is:

**Situational Judgment
Form 2
Scenario # 7**

William oversees a self-storage warehouse. Flammable materials are not allowed. A renter saw another renter put some highly flammable materials into one of the self-storage bays. He went to William and told him right away. William went to the renter with the flammable materials and said he would have to remove them from the property. The customer became quite angry and started shouting at William. What should William do?

- A. Calmly tell the customer that flammable materials are not allowed and they must be removed for the safety of everyone while calling the owner on the phone for additional help.**
- B. Shout back at the renter in even a louder voice.**
- C. Walk away and do nothing.**
- D. Tell the renter he is going to charge him more money for the illegal material.**

The best answer is:

The worst answer is:

**Situational Judgment
Form 2
Scenario # 8**

You are called by the factory to come in on your day off. They ask if you can cover another shift as Damian has called in sick. You already have plans to go to the amusement park. You tell your workplace that you are sorry but cannot come in. While waiting in line at the park, you see Damien ahead of you. What should you do?

- a. Do nothing because it is not your problem.**
- b. Inform your boss the next day that Damien skipped work and that he is an awful worker who should be fired immediately.**
- c. Talk to Damian about his irresponsible behavior and tell him that if this happens again, you will need to tell your supervisor.**
- d. Tell Damian's friends that he skipped work.**

The best answer is:

The worst answer is:

**Situational Judgment
Form 2
Scenario # 9**

Jenny works for a childcare center. She has been there for two years. She loves the job and the children. One of the directors has quit. They have asked Jenny to take the job. It means a lot more money. Jenny takes the job and realizes that supervising the other childcare workers is much harder than just supervising children. What should Jenny do?

- A. See if she can get her old job back.**
- B. Tell her boss she can't handle this new job.**
- C. Complain to everyone that this is a lousy job because all the childcare workers have too many problems.**
- D. Talk with her boss about how to handle the new job responsibilities and ask to attend training to help her be more effective.**

The best answer is:

The worst answer is:

**Situational Judgment
Form 2
Scenario # 10**

Rasheed works for a small hardware company. He notices that the bookkeeper leaves the customer's credit card invoices all over the desk in the back room even when he is not at the desk. Customers go right by the desk on the way to the rest room facilities. The bookkeeper told him to mind his own business. What should Rasheed do?

- A. Explain the situation to the manager. Mention how angry customers may get seeing credit card invoices open on the desk.**
- B. Tell the other employees what the bookkeeper is doing.**
- C. Demand that the bookkeeper put the credit card invoices in a secure place so that other customers do not see the invoices.**
- D. Tell the customers to demand that their credit card invoices be kept in a secure place.**

The best answer is:

The worst answer is:

**Situational Judgment
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Scenario # 11**

Chloe is new at her job at the bank. Beatrice had been working the same job for years. Beatrice sees that Chloe is making a mistake when she closes her register. What should Beatrice do?

- a. Let Chloe make mistakes even if she will likely get fired.**
- b. Tell another worker to help Chloe.**
- c. Tell the supervisor that Chloe has problems.**
- d. Show Chloe how to avoid making the mistake when she closes a register and support her efforts as a new employee.**

The best answer is:

The worst answer is:

**Situational Judgment
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Scenario # 12**

It's been a busy month at the automobile factory. There have been new projects and a new computer system has just been installed. Roberto is responsible for completing the monthly report. This report is due the first of every month. However, it has been so busy around the plant that Roberto has not been able to complete the report. His boss has sent him a memo demanding the report. Roberto is worried that his boss will demote him or fire him for not getting the report in on time. What should Roberto do?

- a. Tell the supervisor that the report was already sent and complete the report as soon as possible.**
- b. Apologize to the supervisor for not getting the report completed and provide a date by which the report will be sent.**
- c. Tell the supervisor the reasons the report was not completed.**
- d. Ignore the request from the supervisor for the report. It will get done eventually.**

The best answer is:

The worst answer is:

**Situational Judgment
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Scenario # 13**

Inez is a waitress at a local diner. She works the breakfast and lunch crowds. As she was leaving for a break before the lunch rush, she noticed a lot of tables hadn't been cleaned. What should Inez do?

- a. Nothing because cleaning tables is someone else's job.**
- b. Report that someone has not been doing his/her job.**
- c. Tell the supervisor that she is going to clean the tables before her break in order to be ready for the lunch crowd.**
- d. Tell a fellow waitress to clean the tables.**

The best answer is:

The worst answer is:

**Situational Judgment
Form 2
Scenario # 14**

Victor and Karl own a moving company. Today, they have a large moving job. The job requires that they move very heavy furniture into a third story apartment. They must move the furniture up the stairs since there is not an elevator. They have promised the owners that everything would be finished by the end of the day. At six o'clock, they still have to move a heavy safe, piano, and bedroom furniture. The owners are angry. They said they were promised that the move would be done. Victor and Karl are very tired. They can't get the furniture moved up the steps. It is way too heavy. What should they do?

- a. Tell the owners that they shouldn't have such heavy furniture and that it can't be moved. The owners will just have to get rid of it.**
- b. Contact additional workers to help them get the job done and take responsibility for the extra cost.**
- c. Stop for the day and tell the owners that they will finish tomorrow when they are less tired.**
- d. Move the furniture themselves and hope that they can get it done without any damage.**

The best answer is:

The worst answer is:

**Situational Judgment
Form 2
Scenario # 15**

Lee works in the printing department of an office supply store. He did not work over the weekend. He sees that the weekend clerk has simply piled all of the orders on his desk. There are more than he will be able to get done today. What should he do?

- a. Start with the top printing job and work his way down the stack.**
- b. Take the morning off since the printing isn't going anywhere.**
- c. Take the time to look at each order and prioritize those that are most urgent and then print them in that order.**
- d. Plan to complete half of the printing jobs today and half tomorrow.**

The best answer is:

The worst answer is: