

# Scenario 1

Your workplace has a 'dress for your day' policy which means you can wear any clothing you feel is appropriate for the work you will be undertaking each day. Today you will be in the office all day, with just one 30 minute meeting with a client. What do you wear?

1. You dress casually as it is just one short client meeting
2. You bring a change of clothes with you so you can be smarter for the meeting
3. You wear smart clothes because you don't want to be underdressed
4. You check which client it is and dress to reflect their dress policy and expectations

# Scenario 2

Video conferencing has had a huge impact on how businesses communicate. You are due to join a video conference with people based in various different locations on your current project.. As you dial in, an error message pops up and you are unable to connect. What do you do?

1. Message the team to say you can't join the call
2. Re-check login details and keep trying
3. Re-check login details and send a message to a colleague saying you'll try for 5 mins, after that ask them to proceed with the meeting
4. Message a colleague making them aware of your issues and try joining the meeting as a voice participant as you know that's previously worked

# Scenario 3

You get into work at 9:00am and sit down at your desk. You notice you have 10 unread emails, 6 instant messages and an invite to a virtual client call starting at 9:30am. How do you prioritise your workload?

1. Reply to the instant messages first, then tackle the emails until the call at 9:30am
2. Look at the emails first as there are more of them, then the instant messages, and finally prep for the call
3. Quickly scan through the messages and emails to ensure nothing is urgent and then ensure you are fully prepared for the client call at 9:30am
4. Do some prep for the client call and grab some breakfast beforehand

# Scenario 4

You are on a work experience programme where your manager assigns you and two others, from the graduate programme, a group task. You all have differing opinions on how to carry out the task, how do you proceed?

1. Put forward your own ideas but also listen carefully to the others, then collectively decide on a plan of action
2. Ask a more senior colleague to offer their opinion and oversee the task
3. Keep trying to explain your ideas in different ways until they go with your way
4. Keep quiet and go with their ideas instead, as they are more experienced than you

# Scenario 5

You are job sharing with someone who has a very different working style than you, which you sometimes find challenging. How do you handle interactions with that person?

1. Avoid them as much as possible and communicate only when absolutely necessary, usually via email
2. Tell them how you feel, and initiate a discussion to explain to them how you need them to change their style so you can work better together
3. Have an open conversation about how your working styles are different, and agree on a way of working together that you both feel comfortable with
4. Ask them how they are finding job sharing and if they feel there are any improvements that could be made to your working relationship

# Scenario 6

You are on your first project at your new job. In a team meeting, the manager begins talking about something that you are unsure about. What do you do?

1. Interrupt your manager to say you don't understand
2. At a natural pause, politely ask for a further explanation of the point(s) you didn't understand
3. Keep quiet. You don't want to make a bad impression
4. After the meeting, speak to your colleagues for a further explanation