

**Overview**

This assessment measures your interpersonal effectiveness. After you view each situation you will be asked to answer a multiple-choice question. Choose the response that most closely matches what you would do if you were in that situation. There are no “trick questions”, some answers are simply better than others. Use only the information presented to you in the video and in this booklet to make your choices.

**Please do not write on the assessment booklet.** Write your answers on the answer sheet only. Please detach your answer sheet and complete the information at the top before the video begins

**1. If you were the fast food worker, what would you do next?**

- A. Bad day huh? I hear ya.
- B. When I have kids, I’m gonna tell them, “Sorry I don’t do birthday parties.”
- C. Oh, that’s too bad. I hope the rest of the party works out better.
- D. My sister’s 5; kids are really wild at that age, aren’t they?

**2. If you were the fast food worker, what would you do next?**

- A. Don’t worry so much. I’ll have the order right away.
- B. I’m sure you got it all. Just drive up to the next window and pick up your order.
- C. Are you sure there isn’t anything else I can get for you today?
- D. You know, we have ice cream sundaes. They’re a big hit at kids’ birthday parties. Would you like to order some?

**3. If you were the fast food worker, what would you do next?**

- A. Hey, Ted. I’ve got two cars waiting in line for me to take their orders. Could you fill up eight orange sodas for me-please?
- B. Ted, I know your busy too, but I’m in a real crunch. Could you please help me fill up eight small orange sodas for this large order?
- C. Yo! Ted! A little help, please! I need eight orange sodas ASAP.
- D. Ted, listen. I’m stressing here. Get me eight small orange sodas before I lose it.

**4. If you were the fast food worker, what would you do next?**

- A. Miss B., you look like you need some help.
- B. Miss B., chill out. You look really stressed.
- C. Miss B., if you want, I’ll give it a try.
- D. Miss B., just letting you know I’m going on break now.

**5. If you were the fast food worker, what would you do next?**

- A. Ted! Nice move, very graceful.
- B. Ted, I am so sorry. I’ll give these to Miss B., and I’ll be right back to help clean up.
- C. O.K., what else could go wrong?
- D. Oops! Sorry, Ted. I’ll be more careful next time.

**6. If you were the office worker, what would you say next?**

- A. I’m sorry, but Mr. Morgan has a very busy schedule, so I’m not surprised he’s behind on his phone messages.
- B. Well, sir, may I ask what this is concerning? Perhaps there’s someone else who could help you right now.
- C. Like I already said, he’s not here now, but if you call back later, he should be in.
- D. Do you want me to transfer you to his voice mail, so you can leave a message?

**7. If you were the office worker, what would you do next?**

- A. Well, we have good service here, Mr. Baker, but that doesn’t mean that things don’t slip the cracks now and then.
- B. I’m sure that Mr. Morgan is going to be concerned when I tell him about your situation.
- C. I understand your frustration, Mr. Baker. May I transfer you to Rob? He works in our delivery department.
- D. Well, it sounds like you’ve really got a reason to be frustrated, that’s for sure.

**8. If you were the office worker, what would you do next?**

- A. Rob, I know that you don’t want to be interrupted, but Mr. Baker is on the line. He has a real problem that needs immediate attention from your department. Can you please help him?
- B. I understand, Rob. May I tell him you’ll call him back within the hour?
- C. Rob, I know that you didn’t want to be interrupted, but this guy is really ticked. Talk to him, O.K.?
- D. Listen, Rob, if you don’t take Mr. Baker’s call, I am going to have to tell Mr. Morgan that your department messed up another delivery.

**9. If you were the office worker, what would you say next?**

- A. Oh, yeah. Right That’ll work.
- B. Well, maybe, but I’m not sure we’ll get our original copy back.
- C. Um, well, maybe we could tweak your idea a little bit.
- D. That’s not a bad idea, but maybe instead of the customer making the copy, we can make the copy for them.



# JA SUCCESS SKILLS

## Interpersonal Effectiveness Assessment

**10. If you were the office worker, what would you do next?**

- A. We always have to work the extra shift. Is there anyone else who can do it?
- B. Hey, I'll cover the shift, but it'll cost you big time.
- C. Well, I know Jennifer must really be sick not to come in. O.K., since you're really in a pinch, I'll go ahead and cover her shift.
- D. I can't believe you won't cover Jennifer's shift. She's your friend.

**11. If you were the office worker, what would you do next?**

- A. I called it first.
- B. I really need that Saturday off.
- C. I'm willing to change my plans this Saturday, so that I can cover Jennifer's shift, but in return, I'm requesting next Saturday off.
- D. Well, if I can't have next Saturday off, looks like I won't be working this Saturday. Looks like somebody else will have to cover the shift.

**12. If you were the lawn care worker, what would you do next?**

- A. Yeah, but you're going to love this neighbourhood. Where are you from?
- B. Yeah, no doubt. Moving is the pits. I'll see you later.
- C. You're right. I can't stand moving. You know I can mow your lawn for you.
- D. Frankly, this neighbourhood is a bore. I can't wait 'til college, so I can get out of here.

**13. If you were the lawn care worker, what would you do next?**

- A. Do you even own a lawn mower? 'Cause your grass really needs to be cut. How about you let me do it for you?
- B. Your wheat field is about ready to be harvest. I'll cut it... cheap too.
- C. I can't help but notice, but your lawn needs some work. I'd be happy to give you an estimate.
- D. How about if I help you out and cut that grass of yours...20 bucks?

**14. If you were the lawn care worker, what would you do next?**

- A. Do you have any of these spark plugs in your garage?
- B. Could you please check to see if you have any of these spark plugs in your garage? If you do, can I use one and replace it later today?
- C. Well, you can be a sweetheart and go find one of these in your dad's toolbox.
- D. Well, I don't suppose you have one of these on you, do you?

**15. If you were the baby sitter, what would you do next?**

- A. So, do you still want me to baby-sit tonight or not?
- B. Oh, that's too bad.
- C. Oh, my goodness, Mrs. Harrison. That's horrible. My Grandma broke her foot and was in a wheelchair for 10 months. My mother had to take time off work to help her. Aren't you worried?

D. Oh I'm sorry, Mrs. Harrison. I hope she gets better soon.

**16. If you were the baby sitter, what would you do next?**

- A. No, I really can't. I can't change my study plans with Pam.
- B. Can't you take the kids with you to the hospital?
- C. Well, if you don't mind Pam coming over here to study, then I can stay until 9.00 p.m.
- D. You've always been really nice to me, and I feel guilty about saying no, but I promised Pam that we'd study together.

**17. If you were the cashier what would you do next?**

- A. Mr. Jenkins, I'll tell them all about it, but I'm not sure they're going to listen to me.
- B. Yes Sir, I'll let them know. Will you be mentioning it again at the staff meeting.
- C. Some of the regular customers are going to have a fit if we check IDs. I think you'd better tell the cashiers about this.
- D. Yeah, yeah, I got it.

**18. If you were the cashier what would you do next?**

- A. We need to do this, because the store has gotten stuck with several bad cheques lately.
- B. Well, you have to do it, because Mr. Jenkins said so.
- C. Do you want. I was just told to tell you.
- D. Oh, come on, Rita. The customers won't mind if you ask them nicely.

**19. If you were the store clerk, what would you do next?**

- A. Mr. Jenkins, it's going to be all I can do to get this delivery checked in before noon.
- B. Hi, Victor. Mr. Jenkins, I have to check these deliveries in before noon. How about I show Victor how to check things in before heading over to the stock room?
- C. Oh, so now I have a new title-stock clerk and super-trainer, huh?
- D. Mr. Jenkins, where's Jeff? He's the one that usually shows the new people around.

**20. If you were the store clerk, what would you do next?**

- A. You're not always going to work this shift, are you? 'Cause we already have Jeff and me on day shift.
- B. Mr. Jenkins is a good boss. So, what school do you go to? I haven't seen you around Lincoln High.
- C. Why don't you start carrying those boxes from the back over to this space here?
- D. Yeah, Mr. Jenkins is great. So why did you take this job?

**21. If you were the store clerk, what would you do next?**

- A. Do you see any place to store the paper without the moisture affecting it?
- B. What do you think we should do?
- C. You need to move all those boxes of cans over there. Then put the paper where the cans were.
- D. Welcome to the job. Figure it out.

Last Name:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

First Name:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

School Name:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Teacher name:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Circle the letter of the response that most closely matches what you would do if you were in the situation.

- |            |             |             |
|------------|-------------|-------------|
| 1. A B C D | 8. A B C D  | 15. A B C D |
| 2. A B C D | 9. A B C D  | 16. A B C D |
| 3. A B C D | 10. A B C D | 17. A B C D |
| 4. A B C D | 11. A B C D | 18. A B C D |
| 5. A B C D | 12. A B C D | 19. A B C D |
| 6. A B C D | 13. A B C D | 20. A B C D |
| 7. A B C D | 14. A B C D | 21. A B C D |

**END OF ASSESSMENT.**  
**THANK YOU FOR YOUR PARTICIPATION**