1. What are soft skills? C
2. What do soft skills include? A
3. Oral communication is a soft skill. A. TRUE
4. When starting a new job, if you come across something you do not know how to do, do not attempt it because you might embarrass yourself. Let another employee do it. B. FALSE
5. To keep a job, you must be mature enough to: E
6. What is maturity? E
7. How can you ‘take pride in your work’? C
8. What are important factors in getting hired? F

9. TRUE OR FALSE
   TRUE Anger management is possible only when you develop a healthy sense of respect for the other person as a human being who has as much right for his or her personal sense of values as you have for yours. (Page 94)
   FALSE Anger does not create more problems than it can solve. (Page 94)
   TRUE To be able to control and transcend anger in life is the greatest of all virtues. (Page 94)
   TRUE Whatever is begun in anger ends in shame. (Page 97)
   TRUE Anger, if not restrained, is frequently more hurtful to us than the injury that provokes it. (Page 98)
   TRUE If you are patient in one moment of anger, you will escape a hundred days of sorrow. (Page 98)
   FALSE Once you get a good job all of your problems will be solved. (Page 106)
   TRUE If a man neglects education, he walks lame to the end of his life. (Page 56)
   FALSE You should live day to day and give in to your immediate pleasures in order to have fun in your life.
   FALSE If I disagree with my supervisor, I should immediately argue my point.
In which areas do employees need the most improvement?
   1. Concern for productivity, pride in their work, responsibility

What characteristics affected employee selection?
   4. Communication skills, appearance, stable work experience, self-confidence

What do entry-level workers lack?
   2. Basic skills in math, reading, and writing. Career goals, enthusiasm for the job

Employers rated the importance of 64 identified attributes for entry-level success and advancement. What were the top attributes?
   1. Positive work attitudes, thinking skills, ability to learn

What do employers stress the need for youth to develop?
   4. Proper attitudes about work, realistic expectations about job content and wages, basic skills

What two traits were most important for advancement?
   5. Ability to learn, thinking skills

What work attitudes were most important?
   2. Trustworthiness and flexibility, appearance, respectfulness, cooperativeness

In which areas do entry-level employees needed the most improvement?
   3. Attitude, attendance, punctuality, appearance, communication skills