

<p><u>Balancing Work and Life</u> Card#1Q1</p> <p><b>What is the best tool for managing projects and deadlines?</b></p> <p>MOVE 2 SPACES</p>	<p><u>Balancing Work and Life</u> Card#1Q2</p> <p><b>True or False: Using a time-tracker program will help you to estimate the planning projects.</b></p> <p>MOVE 1 SPACE</p>
<p><b>Challenge Question</b></p> <p><u>Balancing Work and Life</u> Card#1Q3</p> <p><b>Which of the following are examples of "Working Smarter, Not Harder?"</b></p> <p>A) Finding ways of being more productive, B) Eliminating "time-sucking" activities, C) Being careful of time spent socializing, or D) All of the above</p> <p><b>THE CHALLENGE; What are some of the benefits of "Working Smarter, Not Harder?"</b></p> <p>MOVE 3 SPACES</p>	<p><u>Balancing Work and Life</u> Card#1Q4</p> <p><b>Name one benefit of using a to-do list.</b></p> <p>MOVE 1 SPACE</p>
<p><u>Balancing Work and Life</u> Card#1Q5</p> <p><b>What resources can provide you with assistance in keeping balance between work and life?</b></p> <p>MOVE 2 SPACES</p>	<p><u>Balancing Work and Life</u> Card#1Q6</p> <p><b>True or False: Work pitfalls include getting behind in work, tardiness, and lack of willingness to meet job requirements.</b></p> <p>MOVE 1 SPACE</p>
<p><b>Challenge Question</b></p> <p><u>Balancing Work and Life</u> Card#1Q7</p> <p><b>What are some personal issues we bring into work?</b></p> <p><b>THE CHALLENGE: What questions should you consider before sharing personal issues?</b></p> <p>MOVE 2 SPACES</p>	<p><u>Balancing Work and Life</u> Card#1Q8</p> <p><b>Name the two categories all to-do tasks can be divided into.</b></p> <p>MOVE 1 SPACE</p>

<p><u>Balancing Work and Life</u> Card#1Q9</p> <p><b>What are the benefits of good organizational skills?</b></p> <p>MOVE 2 SPACES</p>	<p><u>Balancing Work and Life</u> Card#1Q10</p> <p><b>True or False: Keeping phone numbers and often used data, using online organizers, and pop-up reminders are examples of using technology wisely.</b></p> <p>MOVE 1 SPACE</p>
<p><u>Balancing Work and Life</u> Card#1Q11</p> <p><b>Sam has trouble with staying organized and meeting deadlines. What tools can Sam use to help him to improve his organization skills?</b></p> <p>MOVE 2 SPACES</p>	<p><u>Balancing Work and Life</u> Card#1Q12</p> <p><b>Lauren is a productive employee and manages her workload with a to-do list. How does she benefit using this as an organizational tool?</b></p> <p>MOVE 2 SPACES</p>
<p><u>Balancing Work and Life</u> Card#1Q13</p> <p><b>Julia seems to be late for work almost every day. What can she do to help her get to work on time?</b></p> <p>MOVE 1 SPACE</p>	<p><u>Balancing Work and Life</u> Card#1Q14</p> <p><b>Cody is liked by his team. He stops by everyone's desk to say hello and loses valuable time doing this. How can we help Cody prevent losing valuable time?</b></p> <p>MOVE 2 SPACES</p>
<p><b>Challenge Question</b></p> <p><u>Communication</u> Card#2Q1</p> <p><b>True or False: Your "body language" can tell others that you are confident, energetic, and honest.</b></p> <p><b>THE CHALLENGE: What good body language habits should you be aware of?</b></p> <p>MOVE 2 SPACES</p>	<p><u>Communication</u> Card#2Q2</p> <p><b>What available resources would be appropriate subjects for conversations with office peers?</b></p> <p>MOVE 1 SPACE</p>

<p><u>Communication</u> Card#2Q3</p> <p><b>What are the benefits of having a good attitude and demeanor at work?</b></p> <p>MOVE 1 SPACE</p>	<p><u>Communication</u> Card#2Q4</p> <p><b>Name two ways you can help reduce the volume of emails?</b></p> <p>MOVE 1 SPACE</p>
<p><u>Communication</u> Card#2Q5</p> <p><b>What happens if you leave an email subject line blank?</b></p> <p>MOVE 1 SPACE</p>	<p><u>Communication</u> Card#2Q6</p> <p><b>Name two effective email subject line leads to grab the recipient's attention.</b></p> <p>MOVE 1 SPACE</p>
<p><u>Communication</u> Card#2Q7</p> <p><b>Name two of the preferred ways to close an email message.</b></p> <p>MOVE 1 SPACE</p>	<p><u>Communication</u> Card#2Q8</p> <p><b>What should you proof before sending an email?</b></p> <p>MOVE 1 SPACE</p>
<p><u>Communication</u> Card#2Q9</p> <p><b>As an active listener, what are some ways you can be more effective in this skill?</b></p> <p>MOVE 2 SPACES</p>	<p><u>Communication</u> Card#2Q10</p> <p><b>When it comes to looking professional, name two things to avoid.</b></p> <p>MOVE 2 SPACES</p>

<p style="text-align: center;"><b>Challenge Question</b></p> <p><u>Communication</u> Card#2Q11</p> <p style="text-align: center;"><b>What is the “Verbal Modeling” law of human nature?</b></p> <p style="text-align: center;"><b>THE CHALLENGE: If the person you are interacting with is speaking loudly, what can you do to help lower it?</b></p> <p style="text-align: center;">MOVE 3 SPACES</p>	<p><u>Communication</u> Card#2Q12</p> <p style="text-align: center;"><b>Martha is a 20 year veteran with her organization. Her conversations tend to always be about life events outside of work. What are some resources Martha could use to keep her conversations more appropriate?</b></p> <p style="text-align: center;">MOVE 2 SPACES</p>
<p><u>Communication</u> Card#2Q13</p> <p style="text-align: center;"><b>Britt is a great communicator who uses email for all correspondence. To prevent his email account from reaching the allowable limit, how can Britt reduce the volume of emails he sends?</b></p> <p style="text-align: center;">MOVE 2 SPACES</p>	<p><u>Communication</u> Card#2Q14</p> <p style="text-align: center;"><b>Anita needs to share sensitive information with her supervisor. What is the best way she should do this?</b></p> <p style="text-align: center;">MOVE 2 SPACES</p>
<p><u>Communication</u> Card#2Q15</p> <p style="text-align: center;"><b>Anthony took an online communications course, but is still unsure how to be an active listener. What skills does he need to be effective in this skill?</b></p> <p style="text-align: center;">MOVE 2 SPACES</p>	<p><u>Workplace Etiquette</u> Card#3Q1</p> <p style="text-align: center;"><b>When meeting a person for the first time, how long does it take for them to form a first impression?</b></p> <p style="text-align: center;">MOVE 1 SPACE</p>
<p><u>Workplace Etiquette</u> Card#3Q2</p> <p style="text-align: center;"><b>Name two things to consider when you’re in a tough situation with a peer.</b></p> <p style="text-align: center;">MOVE 2 SPACES</p>	<p><u>Workplace Etiquette</u> Card#3Q3</p> <p style="text-align: center;"><b>True or False: It’s a good idea to return all phone call messages within 24 hours.</b></p> <p style="text-align: center;">MOVE 1 SPACE</p>

<p><u>Workplace Etiquette</u> Card#3Q4</p> <p><b>What should you do first before placing a caller on a speaker phone?</b></p> <p>MOVE 1 SPACE</p>	<p><u>Workplace Etiquette</u> Card#3Q5</p> <p><b>What is the maximum length of time you should take to return emails?</b></p> <p>MOVE 1 SPACE</p>
<p><u>Workplace Etiquette</u> Card#3Q6</p> <p><b>True or False: It's OK to arrive at a meeting 10 minutes late.</b></p> <p>MOVE 1 SPACE</p>	<p><u>Workplace Etiquette</u> Card#3Q7</p> <p><b>Even if there's a slight overlap between meetings, is it OK to leave one meeting to attend another?</b></p> <p>MOVE 1 SPACE</p>
<p><b>Challenge Question</b></p> <p><u>Workplace Etiquette</u> Card#3Q8</p> <p><b>When meeting a person for the first time, what should you do to form a favorable first impression?</b></p> <p><b>THE CHALLENGE: What are some other ways to make a favorable first impression?</b></p> <p>MOVE 3 SPACES</p>	<p><b>Challenge Question</b></p> <p><u>Workplace Etiquette</u> Card#3Q9</p> <p><b>Name three things to avoid doing while attending a meeting.</b></p> <p><b>THE CHALLENGE: What are some other behaviors that are not appropriate in a meeting?</b></p> <p>MOVE 2 SPACES</p>
<p><u>Workplace Etiquette</u> Card#3Q10</p> <p><b>Name two courtesies you should demonstrate when interacting with others in their office space.</b></p> <p>MOVE 2 SPACES</p>	<p><u>Workplace Etiquette</u> Card#3Q11</p> <p><b>True or False: It's important to always keep all common areas, including kitchens clean and tidy.</b></p> <p>MOVE 1 SPACE</p>

<p><u>Workplace Etiquette</u> Card#3Q12</p> <p><b>Name three personal habits that may be annoying to others in the workplace.</b></p> <p>MOVE 1 SPACE</p>	<p><u>Workplace Etiquette</u> Card#3Q13</p> <p><b>Gail is meeting Kyle, a director for his organization. How should Gail make a good first impression for this meeting?</b></p> <p>MOVE 2 SPACES</p>
<p><u>Workplace Etiquette</u> Card#3Q14</p> <p><b>Neal is having a tough time dealing with criticism about a project from his boss. What approach should Neal use in dealing with the criticism?</b></p> <p>MOVE 2 SPACES</p>	<p><u>Workplace Etiquette</u> Card#3Q15</p> <p><b>Benjie was out of the office yesterday and needs to reply to a number of emails. What etiquette guideline should he use in replying to them?</b></p> <p>MOVE 1 SPACE</p>
<p><u>Workplace Etiquette</u> Card#3Q16</p> <p><b>Marva needs to attend two mandatory meetings, but they overlap with each other. How should she handle this situation?</b></p> <p>MOVE 1 SPACE</p>	<p><u>Networking 101</u> Card#4Q1</p> <p><b>What are two benefits for building your professional network?</b></p> <p>MOVE 2 SPACES</p>
<p><u>Networking 101</u> Card#4Q2</p> <p><b>When making a good first impressions, what three skills should you be aware of and improve on?</b></p> <p>MOVE 2 SPACES</p>	<p><u>Networking 101</u> Card#4Q3</p> <p><b>What are some things you can do to boost your profile on LinkedIn?</b></p> <p>MOVE 1 SPACE</p>

<p><u>Networking 101</u> Card#4Q4</p> <p><b>The average person has how many people in their social network.</b></p> <p><b>Is it: A) 217, B) 350, C) 634, or D) 503?</b></p> <p>MOVE 1 SPACE</p>	<p><u>Networking 101</u> Card#4Q5</p> <p><b>When should you start building your network?</b></p> <p>MOVE 1 SPACE</p>
<p><u>Networking 101</u> Card#4Q6</p> <p><b>What are the three factors in determining a firm handshake?</b></p> <p>MOVE 1 SPACE</p>	<p><u>Networking 101</u> Card#4Q7</p> <p><b>What are some ice breaker topics you can start with if you feel uncomfortable initiating a conversation?</b></p> <p>MOVE 2 SPACES</p>
<p><b>Challenge Question</b></p> <p><u>Networking 101</u> Card#4Q8</p> <p><b>What is the average length of an elevator speech?</b></p> <p><b>THE CHALLENGE: What should be included in your elevator speech?</b></p> <p>MOVE 2 SPACES</p>	<p><b>Challenge Question</b></p> <p><u>Networking 101</u> Card#4Q9</p> <p><b>Give an example of how to initiate a conversation with your networking contacts?</b></p> <p><b>THE CHALLENGE: What steps should you take to open doors with network contacts?</b></p> <p>MOVE 3 SPACES</p>
<p><u>Networking 101</u> Card#4Q10</p> <p><b>How can you make additional LinkedIn connections?</b></p> <p>MOVE 1 SPACE</p>	<p><u>Networking 101</u> Card#4Q11</p> <p><b>Tonya is a student at a local community college. She joined LinkedIn and needs help with building her network. What LinkedIn connections will help her?</b></p> <p>MOVE 2 SPACES</p>

<p><u>Networking 101</u> Card#4Q12</p> <p><b>You feel uncomfortable initiating conversations with strangers. What are some good ice breaker topics to ask?</b></p> <p>MOVE 1 SPACE</p>	<p><u>Networking 101</u> Card#4Q13</p> <p><b>Judy needs help with boosting her profile on LinkedIn. What should she do to get the most out of LinkedIn?</b></p> <p>MOVE 2 SPACES</p>
<p><u>Networking 101</u> Card#4Q14</p> <p><b>Jamaal has a list of connections that will help him find a job. Give an example of how he needs to initiate the conversation.</b></p> <p>MOVE 2 SPACES</p>	<p><u>Soft Skills Matter!</u> Card#5Q1</p> <p><b>What two soft skills are considered by employers when it comes down to two candidates for a position?</b></p> <p>MOVE 2 SPACES</p>
<p><u>Soft Skills Matter!</u> Card#5Q2</p> <p><b>What is the definition of problem solving or critical thinking?</b></p> <p>MOVE 2 SPACES</p>	<p><u>Soft Skills Matter!</u> Card#5Q3</p> <p><b>Feeling happier, more successful and a fuller, stress-free life are examples of what skill?</b></p> <p>MOVE 2 SPACES</p>
<p><b>Challenge Question</b>  <u>Soft Skills Matter!</u> Card#5Q4</p> <p><b>True or False: Your ability to resolve the conflict depends on being able to identify and handle it sensibly, fairly, and efficiently.</b></p> <p><b>THE CHALLENGE: What are the consequences of avoiding workplace conflict?</b></p> <p>MOVE 3 SPACES</p>	<p><u>Soft Skills Matter!</u> Card#5Q5</p> <p><b>Name two values employers look for in productive employees?</b></p> <p>MOVE 1 SPACE</p>



<p><u>Soft Skills Matter!</u> Card#5Q6</p> <p><b>How can you build soft skills that you feel would be valuable to share with an employer?</b></p> <p>MOVE 2 SPACES</p>	<p><u>Soft Skills Matter!</u> Card#5Q7</p> <p><b>Making eye contact, body language, public and conversational speaking, are several traits of this soft skill?</b></p> <p>MOVE 2 SPACES</p>
<p><u>Soft Skills Matter!</u> Card#5Q8</p> <p><b>What five steps are needed to ultimately ensure a positive resolution to a conflict?</b></p> <p>MOVE 3 SPACES</p>	<p><b>Challenge Question</b></p> <p><u>Soft Skills Matter!</u> Card#5Q9</p> <p><b>True or False: Leadership skills should only be used by employees who are interested in getting ahead.</b></p> <p><b>THE CHALLENGE: When observing the leadership traits of your supervisor, what are some things you can do to begin mimicking them?</b></p> <p>MOVE 2 SPACES</p>
<p><u>Soft Skills Matter!</u> Card#5Q10</p> <p><b>What are some of the ways to demonstrate greater levels of responsibility?</b></p> <p>MOVE 2 SPACES</p>	<p><u>Soft Skills Matter!</u> Card#5Q11</p> <p><b>Sabrina is a production manager for Big Widget manufacturing. She is strong in her problem solving and critical things skills. What is meant by this?</b></p> <p>MOVE 2 SPACES</p>
<p><u>Soft Skills Matter!</u> Card#5Q12</p> <p><b>Tamara practices good time management at work and benefits from this. What are the benefits from this skill?</b></p> <p>MOVE 1 SPACE</p>	<p><u>Soft Skills Matter!</u> Card#5Q13</p> <p><b>Dale has an interview coming up and needs to build up some of his soft skills. How can he do this?</b></p> <p>MOVE 2 SPACES</p>

<p><u>Soft Skills Matter!</u> Card#5Q14</p> <p><b>Van will be attending a class on essential skills for good listening. What will he learn from the class?</b></p> <p>MOVE 2 SPACES</p>	<p><u>Managing Work Relationships</u> Card#6Q1</p> <p><b>What are the benefits of developing relationships with peers?</b></p> <p>MOVE 2 SPACES</p>
<p><u>Managing Work Relationships</u> Card#6Q2</p> <p><b>True or False: 35% of a manager's time is spent resolving conflicts.</b></p> <p>MOVE 1 SPACE</p>	<p><u>Managing Work Relationships</u> Card#6Q3</p> <p><b>What are some common causes of conflict in the workplace?</b></p> <p>MOVE 1 SPACE</p>
<p><b>Challenge Question</b></p> <p><u>Managing Work Relationships</u> Card#6Q4</p> <p><b>What are the most productive forms of addressing conflict?</b></p> <p><b>THE CHALLENGE: Name two prevention strategies to avoid conflict.</b></p> <p>MOVE 3 SPACES</p>	<p><b>Challenge Question</b></p> <p><u>Managing Work Relationships</u> Card#6Q5</p> <p><b>What percentage of Americans believe in having friends at work?</b></p> <p><b>THE CHALLENGE: Name two things you can do to keep friends from interfering with work.</b></p> <p>MOVE 3 SPACES</p>
<p><u>Managing Work Relationships</u> Card#6Q6</p> <p><b>What are some strategies can you do to help create "positive politics?"</b></p> <p>MOVE 2 SPACES</p>	<p><u>Managing Work Relationships</u> Card#6Q7</p> <p><b>What are some positive actions you can use promote your team's successes in your network?</b></p> <p>MOVE 2 SPACES</p>

<p><u>Managing Work Relationships</u> Card#6Q8</p> <p><b>Who are some of the difficult people often encountered in an office setting?"</b></p> <p>MOVE 1 SPACE</p>	<p><u>Managing Work Relationships</u> Card#6Q9</p> <p><b>What are the four attributes for a successful career?</b></p> <p>MOVE 2 SPACES</p>
<p><u>Managing Work Relationships</u> Card#6Q10</p> <p><b>True or False: Devoting 5 minutes a day is a good foundation for workplace relationships.</b></p> <p>MOVE 1 SPACE</p>	<p><u>Managing Work Relationships</u> Card#6Q11</p> <p><b>Coleman tries not to get involved in office politics. While avoiding the bad, what good office politics can he benefit from?</b></p> <p>MOVE 2 SPACES</p>
<p><u>Managing Work Relationships</u> Card#6Q12</p> <p><b>Wanda has several close friends she works with, but the relationship interferes with her work. How can she prevent this from happening?</b></p> <p>MOVE 2 SPACES</p>	<p><u>Managing Work Relationships</u> Card#6Q13</p> <p><b>Latisha is faced with resolving a conflict. What steps should she take to ensure a positive outcome?</b></p> <p>MOVE 2 SPACES</p>
<p><u>Managing Work Relationships</u> Card#6Q14</p> <p><b>Ron's biggest challenge as a manager is handling and resolving conflict. What are the risks involved to the team if Ron doesn't take care of the conflict?</b></p> <p>MOVE 1 SPACE</p>	<div data-bbox="857 1535 1482 1734" data-label="Image"> </div> <p>Have questions? Contact the NCWorks Training Center at <a href="mailto:ncwtc@nccommerce.com">ncwtc@nccommerce.com</a> or call 919-814-0399</p>