

# Situational Judgement Test Practice Test Questions and Answers

## 1. What is the primary purpose of a professional code of conduct?

- A) To provide a comprehensive list of legal requirements for every possible workplace situation.
- B) To guarantee profitability and market success for the organization by enforcing strict rules.
- C) To provide a framework of principles and standards to guide decision-making and maintain the integrity and reputation of the profession. [12, 13, 16]
- D) To outline the specific disciplinary actions for every minor employee infraction in a single document.

## 2. Which of the following actions best demonstrates professional accountability?

- A) Blaming a software bug for a missed deadline in a report to a client.
- B) After making an error, immediately informing your supervisor, explaining the cause, and presenting a plan to correct it and prevent its recurrence.
- C) Quietly working overtime to fix a mistake you made so that no one finds out about it.
- D) Highlighting only the successful parts of a project in a team meeting while omitting the parts that failed.

## 3. When mediating a conflict between two employees, a manager should first focus on:

- A) Determining who was originally at fault for the disagreement.
- B) Establishing clear ground rules for the discussion and ensuring both parties agree to them.
- C) Brainstorming potential solutions to the problem as quickly as possible.
- D) Requiring both employees to apologize to each other before the meeting begins.

## 4. Which of the following best describes a 'conflict of interest' in a workplace setting?

- A) A disagreement between two colleagues over the best approach to complete a project.
- B) An employee using their personal social media to express negative opinions about their employer.
- C) A situation where an employee's personal interests or relationships could potentially compromise their professional judgment or actions.
- D) A manager who is required to enforce a company policy that they personally disagree with.

**Answers: 1-C 2-B 3-B 4-C**

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