

Multiple Choice Quiz: Introduction to Professional Skills.

Question 1: What are employability skills?

- ✓ a) Technical knowledge and expertise required for specific job roles.
- b) Interpersonal abilities that complement technical knowledge and are sought after by employers.
- c) Transferable skills that can only be applied in one industry.
- d) Computer programming and coding skills.

Question 2: Which of the following is an example of a soft skill?

- ✓ a) Problem-solving
- b) Java programming
- c) Communication
- d) Data analysis

Question 3: Why are professional skills important for employment?

- ✓ a) They are necessary for passing job interviews.
- b) Employers prefer candidates with more skills listed on their resume.
- c) They enhance a candidate's technical knowledge.
- d) They contribute to an individual's overall success in the workplace.

Question 4: What category of skills is specific to certain tools, technologies, or specialized knowledge required for particular job roles?

- ✓ a) Soft Skills
- b) Transferable Skills
- c) Technical Skills
- d) Managerial Skills

Question 5: Which of the following is NOT a workplace skill?

- ✓ a) Communication
- b) Time Management
- c) Honesty
- d) Decision-making

Question 6: Values are...

- a) The essential qualities and attributes sought after by employers.
- ☒ b) Core principles and beliefs that guide an individual's behavior.
- c) The ability to convey information effectively through various channels.
- d) Technical expertise required for a particular job.

Question 7: In the "Skills Match-Up" activity, why did certain skills match specific job roles?

- a) It was based on random selection.
- b) Skills were assigned arbitrarily.
- ☒ c) Each job role required a specific skill set for effective performance.
- d) Students preferred to stand next to their friends.

Question 8: In the "Role-Play Case Studies" activity, which scenario involves a team leader addressing conflicts between team members?

- ☒ a) Conflict Resolution
- b) Decision-Making
- c) Customer Service
- d) Technical Troubleshooting

Question 9: What skill is versatile and can be applied in different work settings and roles?

- a) Technical Knowledge
- b) Time Management
- ☒ c) Transferable Skills
- d) Communication

Question 10: Why is it important for students to develop professional skills?

- ☒ a) To impress their teachers and classmates.
- b) To prepare for exams and tests.
- c) To enhance their employability and success in the workplace.
- d) To compete in sports and extracurricular activities

Activity: Role-Play Case Studies

Instructions:

1. Get into pairs or small groups.
2. Select a workplace scenario involving a professional skill challenge.
3. After the role-plays, facilitate a class discussion to discuss different approaches and strategies used by each group.

Scenario 1: Conflict Resolution

You are a team leader in a marketing department, and two of your team members, Alex and Sarah, have been having disagreements about the direction of a new advertising campaign. The tension between them is affecting the team's productivity and morale. Role-play the conversation between you, Alex, and Sarah, and demonstrate how you would use conflict resolution skills to address the situation.

Scenario 2: Decision-Making

You are part of a project team tasked with developing a new product. The team has reached a critical decision point, and there are two viable options to proceed. However, team members are divided in their preferences, and a unanimous decision is required to move forward. Role-play the team discussion and demonstrate how you would use decision-making skills to facilitate the process and reach a consensus.

Scenario 3: Customer Service

You work in a customer service call center, and a customer has called in with a complex issue that requires immediate attention. The customer is frustrated and upset due to a previous mishandling of their case. Role-play the conversation between you and the customer, and demonstrate how you would use effective communication and problem-solving skills to resolve the issue and ensure customer satisfaction.

Worksheet: Role-Play Case Studies

Instructions:

- In your group, select one scenario to role-play.
- Assign roles (e.g., Team Leader, Team Members, Customer, etc.).
- Read through the scenario and prepare your role-play.

Scenario Selected: [Insert Scenario Number]

Roles:

-
-
-

Activity : Role-play Case Study.

* Scenario 2 : Decision Making.

Team Leader : Nadun Madawala

Team Member 1 : Randula Beragoda.

Team Member 2 : Naveen Deemantla.

L :- Welcome all my team members. We have ^{to make a} ~~got a prob~~ big decision today. I think you have bring ideas about our next chocolate product.

T₁ :- yes, I've got an idea.

We can introduce ~~a~~ product a tiny crispy chocolate balls. We can call it as "popit" I thi.

L - Oh really wonderful! tell me about you T₂

T₂ :- yeah boss, I've also got a great idea, we can introduce a chocolate bubble shaped colourfull bubble shaped chocolate ball shaped like a button and ^{we can} call it pebbles.

L :- Oh both of you very clever outstanding,

Let me ~~ask~~ about you tell me more about your product Team 1.

T₁ : I think my product is much so

We can put this ⁱⁿ to a different size packets to the market.

Including 20g, 50g, 100g, with the price range of 40-50 and 80-100 rupees.

L :- What about you, T₂.

T₂ : I think we must introduce pebbles cause it will catch the market since

it is colourfull and cute shaped. & we can introduce it to the market in

a different sized packets like 20g, 50g, 100g, for the price range of 15 30, 15 60 & 120.

Worksheet 1 - Categorizing Workplace Skills

Instructions:

1. Get into groups of
2. Each group will receive a list of workplace skills.
3. Categorize the skills into the appropriate categories: Technical, Soft, or Transferable.
4. Discuss within your group and agree on the reasoning behind your categorization.
5. Prepare a brief presentation to share your categorization and reasoning with the class.

Workplace Skills:

Problem-solving Microsoft Excel proficiency Time Management Communication Creativity Networking	Conflict Resolution Data Analysis Teamwork Decision-making Negotiation Writing and Editing Project Management	Customer Service Java Programming Adaptability Leadership Sales and Marketing Critical Thinking Public Speaking
--	---	---

Technical Skills	Soft Skills	Transferable skills	Reasoning
Microsoft Excel Proficiency	problem-solving	Time Management	
Networking	Time Management	Conflict Resolution	
Data Analysis	communication	Team work	
Writing and Editing	creativity	Decision-making	
Java Programming	Team work	Leadership	
Sales and Marketing	Conflict Resolution	Public speaking	
Critical Thinking	Decision-making	creativity	

Project Management

Leadership

Writing and Editing

Negotiation

Public speaking

Adaptability

problem solving