

LESSON 6: FREETALK

1. How do you solve the conflict with team members?

Your answer?

My answer:

- Identify the conflict: Try to ensure that team members feel comfortable discussing issues and can share problems with each other.
- Communicate: Try to discuss possible solutions and share your feelings in a tactful and considerate attitude.
- Acknowledge the conflict: Try to let each team member know that you understand their issues and want to help resolve them.
- Resolve a conflict

- *How often do you have conflicts with your team?*
- *Have you ever had conflicts with your boss?*

2. How do you deal with pressure or stress?

Your answer?

My answer: During our working lives, those conditions are common. Mental health is complex. And here is how I normally deal with pressure and stress: Share with boyfriend and my close friends. After feeling lighter, I will identify what the issue is, why I am stressed, and what needs to be done to resolve it. But to be honest, I have found that stress can actually be a great motivator sometimes.

- *Do you work at the weekend?*
- *Do you sometimes wake up in the night thinking about work and you can't switch off those thinking to get back to bed?*

3. Describe a difficult situation or task that you had to deal with.

Your answer?

My answer:

At the end of 2023, I could not make any sales for my company, while I was hired as an Ads runner. I know it's not 100% my fault, because our company sells fake products so Google policies scan. But the problem is, it doesn't matter how hard I try, it still didn't work. After that, I was transferred to the email team by the company.

- *Do you feel ashamed when you cannot complete your tasks?*
- *What do you feel when you need to face difficult tasks?*

4. Tell me about your biggest accomplishment/achievement.

Your answer?

My answer:

When I saw this question, I actually needed to think a lot. What is my biggest achievement? I don't know :(

But if I have to say something, then I think it would be that I could start paying the insurance contract for my mom and support my parents whenever they need me.

- *What is your biggest failure?*
- *Have you ever rested on your laurels?*

✚ Rest on your laurels [*ˈlɔːr.əl*]: To be satisfied with your achievements and not to make an effort to do anything else.

5. Tell me about a time when you worked with a difficult team member.

Your answer?

My answer:

I used to work with one of my co-workers and he is the most annoying person that I know. He's so mean to everyone, he shouts at people, he even said: *Mi ngu nhu bò*. So so rude to the company's environment.

I worked with him about Google Ads and I hate him all time, I just feel there is a wall between us. That's it.

- *Coworkers are not your friends? Do you agree with this opinion?*
- *Do you talk behind your co-worker's back with another co-worker?*

6. Tell me about a time when you had to make a difficult decision.

Your answer?

My answer: I think the decision to quit my current company is quite difficult for me because, compared to the general standard, this company has good policies for employees. I had to remain very calm to analyze the pros & cons, and future plans... I am a person who makes decisions based on logic. Even though the decision was difficult, I knew I was doing the right thing.

- *What did you consider when making your decision?*
- *What did you learn from it?*

7. How do you avoid a differing opinion or disagreement with others without sounding too aggressive or confrontational?

Your answer?

How to avoid:

Acknowledge & Show Understanding

- I see what you're saying. I think...
- I truly appreciate and respect your point of view. My thoughts are...
- That's an interesting idea. I'd like to share a different perspective.
- That's a good suggestion. Right now, I feel...
- Interesting. What if...?

Apologize & Disagree

- Sorry, I'm afraid I disagree.
- Sorry, I don't think that's a good idea.

Express Neutrality or Uncertainty

- I don't think you and I have the same opinion on this issue.
- I am not sure I see it that way.
- I could be wrong but my understanding is that...

Example: Imagine you're updating a client on the status of a project. In the end, they inform you that they require additional changes but still need the project to be delivered by the deadline and within the initial budget.

⇒ These are great suggestions. Right now, I feel we don't have enough resources to implement significant changes at this stage. The proposed changes will require an additional 3-4 weeks and will significantly impact the original plan and budget. However, in the interest of delivering this project on time and within budget, I'd like to propose a few options for you to consider.

8. Can you make quick decision?

Your answer:

My answer:

It depends on the situation, but in general it takes me quite a bit of time to make a decision. I always want to have many options to choose from so I can make the most correct and perfect decision. And I think that's also my weakness. Sometimes making a decision takes too long so I postpone it.

- *Are you a maximizer or satisficer?*
- *Maximizers vs Satisficers: Who Makes Better Decisions?*

✚ Maximizers is an individual who consistently seeks the optimal outcome for any endeavor /en'dev.ər/, and they tend to be perfectionists. Always consider as many options as possible to make the best decision.

✚ Satisficers who are comfortable and satisfied. They usually make more modest decisions and don't ask for too much