

Free Situational Judgement Test Questions

(Practice Questions only)

JobTestPrep invites you to a free practice session that represents only some of the materials offered in our online practice packs. Have a glimpse into the web's leading online psychometric preparation institute.

What does this test contain?

1. The test includes 12 questions, most of which are considered to be easy in terms of their difficulty level. Our SJT practice pack includes the more complex and challenging scenarios and includes in-depth analysis of response strategies.
2. For each scenario-based question you must choose the most effective response (in our online practice pack, you will also have to choose the least effective response).

GOOD LUCK!



Job Test Prep

1. You are a department manager and you have recently thought of a new procedure that you believe would improve the work process. Some of the employees in your department agree with the change and some do not. One of your employees expresses direct criticism about this idea to your director.

What do you do?

- A. I refuse to take part in these ego games and I do not respond.
- B. I reprimand the employee for bypassing my authority and work to promote my idea with even more enthusiasm.
- C. I meet the employee for a clarification talk where I explain that bypassing my authority is unacceptable.
- D. I apologize to the director and don't make all the changes I had planned so that this employee as well as others will not respond so severely.

2. At a marketing meeting with your direct manager and his director you find yourself in the middle of a conflict between them. You know that the two do not get along professionally and that they are in constant disagreement. They are now arguing about contradicting strategies for a new campaign, and are asking you to pick a side.

What do you do?

- A. I accept the idea of the senior marketing director. Being senior means he has more influence on my status in the company and it is politically wiser to agree with him.
- B. I accept the idea of my direct manager. Being my direct manager means he has more influence on my daily routine in the company and it is politically wiser to agree with him.
- C. I wave each proposition by its advantages and decide accordingly without getting the least bit involved in their personal conflict.
- D. I put an end to these political games and I ask them both for an alternative offer – one that will be the result of real cooperation.

3. After two years as manager of the sales team, the director of your company appoints a new deputy manager. Although you have been able to work together, your impressions of him are negative - you find him arrogant and disloyal. The director has now considered sending him on a course that would catalyze his promotion and would create an option for transferring him to a different position within the company.

What do you do?

- A. This would help me remove him from his current position, I approve his participation in the course.
- B. I have to stop his progress in the company. I schedule to meet him and explain how unsatisfied I am with his work and that I intend to contact my Director to inspect ways of relocating him to a different department where his incompetencies would have less impact.
- C. I prevent his participation in the course and discuss it with him. I express my concerns and we try to work it out. I update my director.
- D. I discuss it over with the director of the course and we decide together what to do.

4. You have been working as a salesman for the past year and have demonstrated good results. Due to personal reasons, you have recently been unfocused at work and as a result of this your sales performance has declined. Additionally, due to changes in the market, the sales in your team have decreased as well. Your director does not seem to be taking the changes in the market into account and is blaming your poor performance on lack of ability.

What do you do?

- A. I honestly explain my personal situation to my manger. At the same time I try to improve my sales performance.
- B. I consult other sales directors on their coping with the change in the market, put my personal situation aside and invest myself entirely in my work.
- C. I update the director on the change in the market and explain that there is nothing that can be done at the moment to improve sales.
- D. All of the above.

5. *You've been working in the same place for the past three years and have managed to work your way up. Lately, you have been feeling that you have reached your potential in the company so you start pursuing promotional options in other companies; you are now in the process of negotiation for a new role. Rumours about you leaving have spread in your current work place.*

What do you do?

- A. Since the rumor is already out, I update all my acquaintances in the organization that I am in the process of negotiation. This may even encourage my directors to promote me within the company.
- B. Since it is only a rumor, I don't update anyone until I actually leave. Nothing has been decided yet.
- C. Since the rumor is already out and because I am most likely to leave I invest a bit less in my work and a bit more in finding another work place.
- D. Because the rumor is out I update my manager and only him about my intentions of leaving. Since I am still an employee there, I keep working normally.

6. *The company you work for is experiencing financial difficulties. You have thought of a creative solution that will enable the company to recruit more clients. However, the downside is that the company will have to let go of a stable, loyal and not so profitable client (due to a conflict of interests). Two out of three marketing people agree with you while your manager does not because he believes this is too risky.*

What do you do?

- A. I trust my manager's judgment and I wave on my proposition. There's no point in going against his better judgment.
- B. I present an orderly document to my manager detailing the advantages of my proposition and its contribution to the company. If the manager keeps insisting, I support his decision.
- C. I implement my proposition despite the manager's resistance. Since I have a lot of faith in this proposition, I decide to trust my judgment and go behind his back on this one for the benefit of the company.
- D. I confront the manager on the issue and set my foot down on this matter. I am positive that I am right, I have the marketing people to back me up and I will not give up until I make my manager see my way.

7. A co-worker is undermining you. At the moment he has the least senior position in your department and is less experienced. However, he has impressive academic achievements and is very talented.

You are informed that he is interested in getting some of the authorities that you hold.

What do you do?

- A. I wait to see how things develop; it is not fair to act just because a third party said something without me having solid proof.
- B. I call him in for a clarification talk and ask him to stop at once. I explain that cooperation is a better way to work and that we can both learn from one another. If he refuses to understand I take more serious steps.
- C. I do not take any chances with these issues, I must take advantage of the fact that I am now ahead. I report this to my supervisor, and advise him to reconsider a replacement.
- D. I do not want to make a "big deal" out of this and so I ask the third party to imply to him that his behavior is unacceptable.

8. You are the CEO of a major company. As you leave your office, a few union workers are waiting for you, presenting their demands to replace the Head of Personnel Management.

They feel that he shows absolutely no respect to their rights and they are threatening that if he is not let go, they will start a general strike.

What do you do?

- A. I ignore their demands, as it will set a precedent. I prefer not to hand over too much power which can be used against me in the future.
- B. I listen to their arguments; I check the data and decide accordingly.
- C. I call my personnel manager to my office and confront him with the union's people and their arguments to see what he has to say.
- D. In order to prevent the general strike, I promise the workers the personnel manager will be let go but I prolong the decision and meanwhile talk to him and see how I can help him improve.

9. *You are a department manager. Two members of your staff are long overdue to participate in a professional training course. The training department manager has informed you that she has chosen employees from a different department instead.*

The working relations with the training department are problematic as it is.

What do you do?

- A. I set the limit by sending her an email in which I resent her decision and make sure to Cc the executive director.
- B. Since the relations are already complex I decide to let it go and wait a few months till the next course opens.
- C. I talk to the manager whose workers were assigned instead and try to convince him to let one of my employees take the course instead of one of his.
- D. I talk to the training department manager and try to understand the reasons for her decision. I explain the necessity of the training and try to negotiate so that at least one of my employees takes the course.

10. *In the past month one of your employees has shown a major decline in sales performance. Though this decline has been ongoing for the past six months it was particularly sharp during the course of the last month. In addition, she started coming in late, seeming very frustrated with her work.*

Her frustration is influencing the atmosphere in the office as she is a popular employee and has been working for the company for the past two years.

What do you do?

- A. I call her for a talk and try to get down to the source of the problem. I explain that this behavior is bad for all who are involved, including her. I express my true will to help her with this rough patch in the condition that she works with me and not against me.
- B. Demotion is the most appropriate solution. I replace her and assign her with back office tasks. Employees are being measured by accomplishments and if she doesn't make the requirements then I don't have a choice. In addition she is a respected worker in the staff and I have to stop her from deteriorating all the other employees.
- C. I call for a staff meeting to talk about the negative atmosphere and make sure that the employee is not there so that there won't be any rejections.
- D. I let it blow over. She has been working for the company for the past two years. Everyone has periods that are not the best and part of my job is to be sensitive when it is called for and "cut her some slack" on this one.

11. You are assigned to work on a project along with another co-worker. He has been working in the department longer than you. He does not have great ambitions and has no aspirations to develop professionally; as such he does not put much effort into the project. This project is of moderate importance. Although your co-worker is not of high rank, he does have a lot of political influence in the company.

What do you do?

- A. This is a fixed situation as far as I am concerned and so I accept it, do my best, and hope the project succeeds. The supervisors must be aware of this person's behaviour and thus should take this into account when assessing the project.
- B. It is highly unlikely that this person would change and so I take on to do the work myself.
- C. I decide I will not accept this attitude and talk to my manager about it. I ask him to make sure that he does his work or replaces my partner.
- D. I have a talk with this person and try to orderly divide the work between us so I can get the maximum out of him. However, what ever he won't do – I will.

12. You work in a large audit firm as consultant. There are five additional members in the team, all working under the supervision of a team manager and the department manager above him.

Matt, a co-worker in your staff with whom you share your office, needs your advice in regards to a report he is about to display in this week's team meeting. These meetings are led by your team manager but the department manager is almost always present there as well.

Although the part on which Matt is consulting with you seems fine, you do notice that the numerical analysis in one section of the report is missing important inferences. You can tell that this section of the report does not adhere to the standards of your department's supervisors. Matt seems to be confident about that part of the report and you get the impression that he is not interested in your opinion in regard to this.

What do you do?

- A. If he is not interested in my opinion there is not much I can do about it so I let it go and leave him to deal with the consequences of a poor presentation.
- B. If he does not want to listen to me then I should notify management about it. I talk to my manager and ask him to explain Matt the importance of the required amendments.
- C. I do my best to get him to listen. It may be involved in some discomfort but I try to explain the logic of my opinion with hope that he will understand.
- D. It's best to stay out of it. If Matt does not want to hear my thoughts, that's his right and there is always the possibility that I am wrong.

Preparing in advance for SJTs is extremely important. Not only do you get a chance to familiarise yourself with graduate and managerial level conflicts and their resolutions, but most importantly you get a chance to understand the work etiquette and standards employers are looking for.

Professional, full-length practice SJTs are available in our [SJT practice pack >>](#)