

Sample Test Material for:

Effectively interacting with agency staff and members of the public

Test material will be presented in a multiple-choice question format.

There are 15 questions in this subject area.

Test Task: You will be presented with a variety of situations in which you must apply knowledge of how best to interact with other people.

SAMPLE QUESTION:

A person approaches you expressing anger about a recent action by your department. Which one of the following should be your first response to this person?

- A. Interrupt to say you cannot discuss the situation until he calms down.
- B. Say you are sorry that he has been negatively affected by your department's action.
- C. Listen and express understanding that he has been upset by your department's action.
- D. Give him an explanation of the reasons for your department's action.

The correct answer to this sample question is Choice C.

Solution:

Choice A is not correct. It would be inappropriate to interrupt. In addition, saying that you cannot discuss the situation until the person calms down will likely aggravate the person further.

Choice B is not correct. Apologizing for your department's action implies that the action was improper.

Choice C is the correct answer to this question. By listening and expressing understanding that your department's action has upset the person, you demonstrate that you have heard and understand the person's feelings and point of view.

Choice D is not correct. While an explanation of the reasons for the action may be appropriate at a later time, at this moment the person is angry and would not be receptive to such an explanation.