



Personal values quiz

 **BARCLAYS** | LifeSkills



Introduction

Understanding your own values will help you find employment in a workplace that shares similar values. The values outlined within the quiz are based upon research across a number of different companies in various sectors, and can often play a major part in the job interview process.

You've recently started as a customer care representative in the marketing team at a UK based food product manufacturer. Today is going to be a busy day – ten things are going to occur throughout the day that require your action, and you need to respond accordingly with the approach you would take under each option.

Even if a customer care position isn't something you're interested in, the themes contained in the ten scenarios can be applied to any working environment, so it's important to try and picture yourself in the situation and answer as honestly as possible. This is not a test so there is no right or wrong, it's designed to support you in developing your understanding of your own values.



09:00

You arrive at work ready for a busy day, and check in with the organisation's social media posts. You notice some negative feedback about the newest food range, commenting on the ingredients used and its taste. Usually, the overnight team would have replied to this, but for some reason, nobody has responded yet.

How likely are you to take the following actions?

1. Publicly tackle the feedback. You post a response apologising to the customer for their experience, emphasising that this is not a typical experience.

Never ☐ Unlikely ☐ Maybe ☐ Probably ☐ Definitely ☐

2. Although it feels uncomfortable, you speak to the overnight team and find out why they didn't respond. You need to prevent this from happening again.

Never ☐ Unlikely ☐ Maybe ☐ Probably ☐ Definitely ☐

3. Investigate further. You look at current team processes to understand what went wrong, and research whether the food's ingredients are being discussed by other customers.

Never ☐ Unlikely ☐ Maybe ☐ Probably ☐ Definitely ☐



09:45

It's time for a team meeting with colleagues from other departments. You plan to discuss ideas and contributions for a blog you will be writing on food choices and healthy lifestyles. Your colleagues are enthusiastic about the project, and have some strong opinions about the blog.

How likely are you to take the following actions?

1. You request a variety of ideas and suggestions from the different departments. You know they will bring different viewpoints and knowledge that will really benefit the project.

Never ☐ Unlikely ☐ Maybe ☐ Probably ☐ Definitely ☐

2. You encourage everyone to focus on the long-term benefits of the blog to encourage contribution. You want to create lifelong healthy habits in customers.

Never ☐ Unlikely ☐ Maybe ☐ Probably ☐ Definitely ☐

3. You focus the meeting on finding a way forward that everyone agrees on. Although this may be challenging, it's important that everyone sticks with the project.

Never ☐ Unlikely ☐ Maybe ☐ Probably ☐ Definitely ☐



10:30

The meeting generated lots of good ideas, and you start writing the blog. However, you soon realise you have questions about what you need to do, and also some concerns about the quality of the research you are writing about. You know there may not be time to address all these issues.

How likely are you to take the following actions?

1. You call colleagues to find out the answers to your questions, and conduct some extra research to feel more confident with what you're writing.

Never ☐ Unlikely ☐ Maybe ☐ Probably ☐ Definitely ☐

2. You create an action plan to finish the blog, as you really believe in this project and its lasting impact.

Never ☐ Unlikely ☐ Maybe ☐ Probably ☐ Definitely ☐

3. You want to improve the process for the future, so share the questions you wish you'd asked upfront and your research amongst the team.

Never ☐ Unlikely ☐ Maybe ☐ Probably ☐ Definitely ☐



11:30

You usually receive around 50 emails a day from customers so you set aside a couple of hours to get through them. You have noticed a trend coming through in customer emails about the slightly higher cost of a new product compared to their usual brand.

How likely are you to take the following actions?

1. You invite customers to work through a short game on the website that teaches them how to make healthy food, and offer them some money off codes as a reward.

Never ☐ Unlikely ☐ Maybe ☐ Probably ☐ Definitely ☐

2. You know that queries of this nature have risen by 20% since the launch, so speak with colleagues in sales and marketing to tackle the problem together.

Never ☐ Unlikely ☐ Maybe ☐ Probably ☐ Definitely ☐

3. You create a library of responses to common queries, so customers always receive a clear and consistent message regardless of who is responding.

Never ☐ Unlikely ☐ Maybe ☐ Probably ☐ Definitely ☐



14:15

You are responsible for managing a new joiner, Amrit, who is starting soon. Your manager asks you to create a timetable for her first week, which should contain some activities to help her feel welcome and comfortable, as well as some standard activities.

How likely are you to take the following actions?

1. You contact Amrit to find out more about her and what she is most looking forward to. You want to meet her needs and ease any nerves she has.

Never ☐ Unlikely ☐ Maybe ☐ Probably ☐ Definitely ☐

2. You schedule your own time so you can personally oversee Amrit's first week, and ensure everything required is covered.

Never ☐ Unlikely ☐ Maybe ☐ Probably ☐ Definitely ☐

3. You schedule meetings with senior colleagues Amrit will need to meet in her first week, ensuring they have enough time to plan for this.

Never ☐ Unlikely ☐ Maybe ☐ Probably ☐ Definitely ☐



14:30

You receive a call from another team, who have noticed some negative comments about a recent blog post by one of your colleagues. The author has concluded that women prefer gentle exercise based on research, which has been criticised as stereotyping. This has upset a women's sporting association who have been discussing a partnership with your company.

How likely are you to take the following actions?

1. You immediately rewrite the blog post, making sure you deal with the criticism. You see blogs as your responsibility, so want to address this yourself.

Never ☐ Unlikely ☐ Maybe ☐ Probably ☐ Definitely ☐

2. You write a thoughtful response, explaining that the blog was based on statistics. You ask for any research they have which says differently so you can consider updating the article.

Never ☐ Unlikely ☐ Maybe ☐ Probably ☐ Definitely ☐

3. You speak to the author and colleague working with the sporting association. You share why the sporting association may have reacted badly, so they can understand.

Never ☐ Unlikely ☐ Maybe ☐ Probably ☐ Definitely ☐



15:00

You've successfully resolved the blog post issue, and now have a meeting about an important new community project – a healthy lifestyle programme for families about reducing the amount of sugar they eat and moving more.

How likely are you to take the following actions?

1. You are keen to learn more about the topic, and start researching online to find out as much as you can.

Never ☐ Unlikely ☐ Maybe ☐ Probably ☐ Definitely ☐

2. You are keen to develop your understanding of why some families struggle to make time to do exercise, so you can relate to them better.

Never ☐ Unlikely ☐ Maybe ☐ Probably ☐ Definitely ☐

3. You are pleased to be involved with an important project, so want to ensure any materials you produce are appropriate for people with different perspectives on healthy lifestyles.

Never ☐ Unlikely ☐ Maybe ☐ Probably ☐ Definitely ☐



15:45

The community project meeting went really well. You have been given the task of reviewing some data about the exercise choices of families and coming up with some content to post on the website for the project.

How likely are you to take the following actions?

1. You are really excited to dive into the data and learn more, so you jump right into that.

Never ☐ Unlikely ☐ Maybe ☐ Probably ☐ Definitely ☐

2. You are keen to get others involved as soon as possible – many heads are better than one so you start contacting relevant colleagues.

Never ☐ Unlikely ☐ Maybe ☐ Probably ☐ Definitely ☐

3. You want to make sure that anything you write is an accurate reflection of the data, so you spend time considering how you can get this message across.

Never ☐ Unlikely ☐ Maybe ☐ Probably ☐ Definitely ☐



16:30

One of your meetings has been cancelled which means you have time to sit down with your manager to discuss the draft content for the community project. As you do this, they give you feedback.

How likely are you to take the following actions?

1. You quickly consider their suggestions and let them know that you will work hard to incorporate them so you can share the next draft.

Never ☐ Unlikely ☐ Maybe ☐ Probably ☐ Definitely ☐

2. You build on their ideas by exploring whether there are any additional research articles you can incorporate into the content.

Never ☐ Unlikely ☐ Maybe ☐ Probably ☐ Definitely ☐

3. You discuss that you will work on a re-draft, and accept this will need to go through several re-drafts due to the number of stakeholders involved.

Never ☐ Unlikely ☐ Maybe ☐ Probably ☐ Definitely ☐



16:45

Almost home time. Your final task of the day is to choose a discussion topic for next month's staff meeting – you all take it in turns to choose a topic of interest. You will have to speak for five minutes on your chosen topic and then lead the discussion.

How likely are you to choose the following topics?

1. The challenges of being an organisation that gives back to its community.

Never ☐ Unlikely ☐ Maybe ☐ Probably ☐ Definitely ☐

2. The value you place on working somewhere where different opinions are valued and how you can do more of this in the future.

Never ☐ Unlikely ☐ Maybe ☐ Probably ☐ Definitely ☐

3. Your long term hopes for the organisation – you have some quite radical ideas and are keen to share them along with the research that has informed your thinking.

Never ☐ Unlikely ☐ Maybe ☐ Probably ☐ Definitely ☐

