



**TREASURY
EXCELLENCE
AS STANDARD**

Business and behavioural skills Quiz July 2021

Strategic insights

Caroline Stockmann's series provides insights into workplace skills, such as communications and relationship-building skills and draws on her experience as a professional musician, youth development worker, internal and external auditor, senior finance professional and chief executive, as well as non-executive roles, across a span of different industries.

Question 1

In the podcast *How to optimise your day* what advice does Caroline provide on getting the most out of your day?

- (a) Write a list of all your tasks so that you know how much you have to complete
- (b) Finish the tasks with the nearest deadline first
- (c) Be focused on what you have to do and know your top three priorities
- (d) Just book meetings in the morning and keep your afternoon free from meetings
- (e) Don't know

Answer

The right answer is (c) be focused and know your top three priorities.

<https://www.treasurers.org/strategic-insights-podcasts>

Wellbeing

Wellbeing is defined as 'the state of being happy, comfortable or healthy'. Feelings of wellbeing are fundamental to your overall health, enabling you to develop and grow both professionally and personally.

The pandemic has highlighted the importance of managing our mental and physical wellbeing.

Question 2

In the article '*How to master the art of optimism*' we look at what we need to do to remain positive. According to this article, which of the following best describes the key areas of thinking that can help us evolve a more optimistic outlook?

- (a) Time management and prioritisation
- (b) Perspective, time and objectivity
- (c) Relationship management and connectivity
- (d) Role play and visualisation
- (e) Don't know

Answer

The right answer is (b) Perspective, time and objectivity

<https://www.treasurers.org/hub/treasurer-magazine/how-master-art-optimism>

Communication

Communication skills enable you to **express yourself in a positive and clear way**, and can be verbal or non-verbal. Demonstrating these skills involves conveying information in a simple, easy to understand manner without losing the core message.

Question 3

Being a great storyteller is an incredibly useful skill for any professional to have, and a relatively easy one to master. According to the Career Hub resource *The value of storytelling*, what are the ground rules to keep in mind when persuading people using storytelling?

- a) Understand your audience, make sure your story is easy to follow and think about your delivery (tone of voice and body language).
- b) Make sure the story is amusing or funny and start with a joke
- c) Interactivity is key – get your audience involved
- d) Bring the audience on a journey, ensure the story lasts for at least 3 minutes and speak as loudly as possible
- e) Don't know

Answer

The right answer is (a)

<https://careers.treasurers.org/u/pzjueqck>

Mentoring

Having an experienced, trusted supporter to give you valuable advice and help you realise your career, business or life goals is invaluable. The ACT provide support to members via their mentoring scheme, Mentor Me.

Question 4

According to the article *How to make a mentoring relationship work* what skills are recommended to get the most out of the relationship? Tick all those that apply.

- (a) Identify your goals
- (b) Actively listen to each other
- (c) Be open – and use open questions
- (d) Act on what has been agreed
- (e) Give feedback and share in your successes

Answer:

The answer is all of the above

<https://www.treasurers.org/hub/blog/how-to-make-a-mentoring-relationship-work>

Personal branding

Successful personal branding is about making sure your professional skills and attributes align with your interests so that you have a coherent and consistent message and come across as authentic.

Question 5

In the Career Hub resource *Make over your personal brand in 5 steps*, what actions can you use to ensure your personal brand comes across as authentic?

- (a) Seek others' opinions
- (b) Decide where your values lie and be true to these
- (c) Adapt your thinking to match your audience
- (d) Imitate your CEOs management style
- (e) Don't know

Answer

(a) and (b)

<https://careers.treasurers.org/u/8lrh0va9>

Problem solving

Problems can challenge us at any time. Many people try to solve problems as they arise, but it can be useful to have a problem-solving strategy prepared beforehand to make finding a solution easier.

Question 6

In the Career hub article, *6 steps to improve your problem solving*, what steps are recommended to enable you to overcome problems calmly and quickly?

- (a) Break things down into component parts
- (b) Dwell on what has gone wrong
- (c) Pretend there isn't a problem and hope it goes away
- (d) Open your mind to different solutions
- (e) Don't know

Answer

The right answer is (a) and (d)

[6 steps to improve your problem-solving](#)