# RHB Bank Berhad Job Interview Questions And Answers



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## **RHB Bank Berhad Interview Questions And Answers Guide.**

#### Question - 1:

Can you tell me a little about yourself?

#### Ans:

This question seems simple, so many people fail to prepare for it, but it's crucial. Here's the deal: Don't give your complete employment (or personal) history In RHB Bank Berhad. Instead give a pitch-one that's concise and compelling and that shows exactly why you're the right fit for the job. Start off with the 2-3 specific accomplishments or experiences that you most want the interviewer to know about, then wrap up talking about how that prior experience has positioned you for this specific role.

#### View All Answers

#### Question - 2:

How would your boss and co-workers describe you?

#### Ans:

First of all, be honest (remember, if you get this job, the hiring manager will be calling your former bosses and co-workers!). Then, try to pull out strengths and traits you haven't discussed in other aspects of the interview In RHB Bank Berhad, such as your strong work ethic or your willingness to pitch in on other projects when needed.

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#### Question - 3:

Tell me about a time when you had to think strategically?

#### Ans:

There was a time when I was told I had to get rid of 20% of my people. I had to determine which persons I needed the most by determining who could do what. I had to put aside personal feelings so that I could keep a working crew to handle he same workload with less people.

#### Question - 4:

Tell me about a time you failed?

#### Ans:

Everyone has failed, so don't play dumb or claim you've never messed up In RHB Bank Berhad. Think of a time when a work-related situation didn't turn out quite as you had hoped. An interviewer is interested in seeing how you took responsibility for your failure, what you learned from it, and how you would prevent similar failures from happening again.

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#### Question - 5:

Tell me about yourself?

#### Ans:

There are some questions that your potential employer aren't allowed to ask (but trust me, they probably want to). For instance, they shouldn't really ask about your family or how far away you live from your potential place of employment. If you can find a way to answer these questions anyway (with the answers they want to hear), that will give them a little added info to help them make the (right) decision!

#### View All Answers

#### Question - 6:

What is your greatest strength In RHB Bank Berhad?

#### Ans:

This is your time to shine. Just remember the interviewer is looking for work related strengths In RHB Bank Berhad. Mention a number of them such as being a good motivator, problem solver, performing well under pressure, being loyal, having a positive attitude, eager to learn, taking initiative, and attention to detail. Whichever you go for, be prepared to give examples that illustrate this particular skill.



#### Question - 7:

Where do you see your career in five years In RHB Bank Berhad?

#### Ans:

I would like to retire from this company. I would like to make a difference in the company whether in the company or any other position or area of the company In RHB Bank Berhad.

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#### Question - 8:

Do you ever take work home with you?

#### Ans:

Here are two great sample answers that might help get you started:

\* I am an extremely organized person, so I tend to be able to get my work done at work. However, if the need arose I would not be against taking work home. I try not to make it a habit, since I do value my free time. I do realize though that the work we do is important, and sometimes you have to do what needs to be done. \* I do not shy away from taking work home with me. I know that meeting deadlines and doing outstanding work sometimes means taking a bit of it home. I do not have a problem doing that when the need arises.

\* Make sure to give an honest answer. Lying about taking work home may turn out badly for you if it is required and you do not do it.

#### View All Answers

#### Question - 9:

How did you handle meeting a tight deadline In RHB Bank Berhad?

#### Ans:

Review every deadline you need to meet. Prioritize your projects by deadline and factor in how important each project is. Record your deadlines on a digital calendar or spreadsheet.

View All Answers

#### Question - 10:

Do you like being around people?

#### Ans:

People skills are a necessity for medical assistants. When answering this question, be sure to show that you enjoy interacting and working with others and that you also derive great enjoyment from helping others. This will show that you are a team player and that you would be a valuable team member In RHB Bank Berhad.

#### Question - 11:

Do you work well on a team? How would you define teamwork?

#### Ans:

I would define team work as getting the job done In RHB Bank Berhad whether that means if I have to do more then the guy next to me as long as the work gets finished.

#### View All Answers

#### Question - 12:

How do you imagine a typical day of an employee in our company In RHB Bank Berhad?

#### Ans:

Just do not say that you imagine to only walk and watch what people do. Rather try to show them your attention to details and proactive attitude to job. Mention that you would try to observe the problems, weaknesses as well as opportunities to improve the results and take measures according to it.

#### Question - 13:

What are your personal skills which make you a candidate for the position In RHB Bank Berhad?

#### Ans:

The list of crucial character traits includes patience, tact, and poise, with personal and cultural sensitivity. One needs the ability to work long hours, with much walking and some physical tasks. But the most important trait of all is to love people and to have the desire to care for them. <u>View All Answers</u>

#### Question - 14:

What challenges are you looking for in this position?

#### Ans:

A typical interview question to determine what you are looking for your in next job, and whether you would be a good fit for the position being hired for, is "What challenges are you looking for in a position In RHB Bank Berhad?" The best way to answer questions about the challenges you are seeking is to discuss how you would like to be able to effectively utilize your skills and experience if you were hired for the job. You can also mention that you are motivated by challenges, have the ability to effectively meet challenges, and have the flexibility and skills necessary to handle a challenging job. You can continue by describing specific examples of challenges you have met and goals you have achieved in the past.



#### Question - 15:

What do you already know about our company?

#### Ans:

Good reputation of a large home grown company that has various departments and product.

View All Answers

#### Question - 16:

What does success mean to you?

#### Ans:

I am punctual, I always have excellent attendance on any job In RHB Bank Berhad, I have a keen eye for both large and small details, and I am always finding ways to improve a process and shorten the length of time it takes to complete a project.

#### View All Answers

#### Question - 17:

What motivates you to succeed?

#### Ans:

Your interviewer will likely want to know the reasons why you will remain motivated to do your best during your employment with the company In RHB Bank Berhad. Perhaps you are interested in being challenged, but you may also have interest in being recognized for your hard work in the form of the number of sales you can attain. A great example answer for this question is "I always do my best in everything, including my job. I take pride in my success, and I also want the company for which I work to be successful. Being affiliated with a company that is known for its excellence is very important to me."

#### View All Answers

#### Question - 18:

Describe to me the position In RHB Bank Berhad you're applying for?

#### Ans:

This is a "homework" question, too, but it also gives some clues as to the perspective the person brings to the table. The best preparation you can do is to read the job description and repeat it to yourself in your own words so that you can do this smoothly at the interview.

#### <u>View All Answers</u>

#### Question - 19:

Do you have any questions for me?

#### Ans:

Good interview questions to ask interviewers at the end of the job interview include questions on the company growth or expansion, questions on personal development and training and questions on company values, staff retention and company achievements.

#### Question - 20:

Do you have any question regarding this job In RHB Bank Berhad?

#### Ans:

Never ask Salary, perks, leave, place of posting, etc. regarded questions. Try to ask more about the company to show how early you can make a contribution to your organization like. "Sir, with your kind permission I would like to know more about induction and developmental programs?" OR Sir, I would like to have my feedback, so that I can analyze and improve my strengths and rectify my shortcomings.

#### View All Answers

#### Question - 21:

Do you like to start personal relationships with other employees?

#### Ans:

Well, the right answer is yes and no. Good personal relations can improve the overall performance of a team. But on the other hand, you should not let your emotions to affect your decisions in work.

View All Answers

#### Question - 22:

Do you think you have enough experience In RHB Bank Berhad?

#### Ans:

If you do not have the experience they need, you need to show the employer that you have the skills, qualities and knowledge that will make you equal to people with experience but not necessary the skills. It is also good to add how quick you can pick up the routine of a new job role. *View All Answers* 

#### Question - 23:

Explain me about a time when you reached a goal within a tight deadline?



#### Ans:

I work well under pressure to meet deadlines without jeopardizing the quality of my work. I have always worked in a fast pace environment where we are constantly under pressure to achieve best results within a time frame.

View All Answers

#### Question - 24:

How many square feet of pizza are eaten in the United States each month?

#### Ans:

This is a classic guesstimate question where you need to think aloud. And so first off you round the U.S. population to 300 million people (it's actually about 315 million but rounding will be much easier and your interviewer will not score you lower for rounding). Then estimate how many people eat pizza. A decent educated guess is two out of every three people, or 200 million. Now let's say the average pizza-eating person eats pizza twice a month, and eats two slices at a time. That's four slices a month. If the average slice of pizza is perhaps six inches at the base and 10 inches long, then the slice is 30 square inches of pizza. So, four pizza slices would be 120 square inches (30 times 4).

Since one square foot equals 144 square inches (12 times 12), let's assume that each person who eats pizza eats one square foot per month. Since there are 200 million pizza-eating Americans, 200 million square feet of pizza are consumed in the U.S. each month. To summarize: 300 million people in America, 200 million eat pizza, average slice of pizza is six inches at the base and 10 inches long or 30 square inches, average American eats four slices of pizza a month, four pieces times 30 square inches equals 120 square inches (one square foot is 144 square inches), so let's assume one square foot per person, and thus one square foot times 200 million people equals 200 million square feet of pizza a month.

View All Answers

#### Question - 25:

#### How much do you expect to get paid In RHB Bank Berhad?

#### Ans:

For this be prepared and research salary to find out what similar positions are paying in your area before you go to the interview. Try to find this information out before giving your salary expectations. You can and should provide a range instead of an exact number. But again, don't say any numbers you're not comfortable with because if the employer offers you a salary at the lowest end of your range, you don't have much to negotiate with when it comes to getting a higher salary.

### View All Answers

#### Question - 26:

How would you rate your communication and interpersonal skills for this job In RHB Bank Berhad?

#### Ans:

These are important for support workers. But they differ from the communication skills of a CEO or a desktop support technician. Communication must be adapted to the special ways and needs of the clients. Workers must be able to not only understand and help their clients, but must project empathy and be a warm, humane presence in their lives.

<u>View All Answers</u>

#### Question - 27:

How would your friends describe you?

#### Ans:

My friends would probably say that I'm extremely persistent - I've never been afraid to keep going back until I get what I want. When I worked as a program developer, recruiting keynote speakers for a major tech conference, I got one rejection after another - this was just the nature of the job. But I really wanted the big players - so I wouldn't take no for an answer. I kept going back to them every time there was a new company on board, or some new value proposition. Eventually, many of them actually said "yes" - the program turned out to be so great that we doubled our attendees from the year before. A lot of people might have given up after the first rejection, but it's just not in my nature. If I know something is possible, I have to keep trying until I get it.

#### View All Answers

#### Question - 28:

What do you know about the company?

#### Ans:

Any candidate can read and regurgitate the company's "About" page. So, when interviewers ask this, they aren't necessarily trying to gauge whether you understand the mission-they want to know whether you care about it. Start with one line that shows you understand the company's goals, using a couple key words and phrases from the website, but then go on to make it personal. Say, "I'm personally drawn to this mission because..." or "I really believe in this approach because..." and share a personal example or two.

View All Answers

#### Question - 29:

What schedule do you hope to work? Are you willing to work extra hours?

#### Ans:

Be honest. If you really want the job and are willing to work any schedule needed, say so. If, however, you have no intention of working late hours or weekends, simply let the interviewer know the hours that you are available to work. The same applies to extra hours. You are more likely to be hired if you are willing to work any time you are needed. However, saying that you are willing and then complaining about the hours once you start working is a recipe for disaster. *View All Answers* 

#### Question - 30:

What types of personalities do you work with best?

Ans:



In the past, I have found it difficult to work with others who see themselves as better than others, who can take criticism, and who refuse to work with others. I have found it challenging to work with them b/c I am a team oriented person who feels the importance of working together over the needs of the individual especially in a learning environment.

View All Answers

#### Question - 31:

Why should the we hire you as this position In RHB Bank Berhad?

#### Ans:

This is the part where you link your skills, experience, education and your personality to the job itself. This is why you need to be utterly familiar with the job description as well as the company culture. Remember though, it's best to back them up with actual examples of say, how you are a good team player.

#### Question - 32:

How do you think I rate as an interviewer?

#### Ans:

I think you did fine. I'm sure you've conducted a lot of interviews, and it's probably second nature for you now. Thanks for taking the time to meet with me today. I'm sure you have a lot of things you have to juggle every day.

I'd say you rate at least ten out of ten. The questions you asked seemed spot on. I can tell you guys are working hard to find the perfect applicant for the job. I'm glad I could meet with you.

#### View All Answers

#### Question - 33:

What features of your previous jobs have you disliked?

#### Ans:

It's easy to talk about what you liked about your job in an interview, but you need to be careful when responding to questions about the downsides of your last position. When you're asked at a job interview about what you didn't like about your previous job, try not to be too negative. You don't want the interviewer to think that you'll speak negatively about this job or the company should you eventually decide to move on after they have hired you.

#### Question - 34:

Tell me about a time when you had to give someone difficult feedback In RHB Bank Berhad?

#### Ans:

By asking this question, your interviewer hopes to learn whether you can communicate effectively, address issues in the workplace and motivate others during difficult times. Giving negative feedback requires honesty, thoughtfulness and tact. Answering this question well can help show an interviewer that you would be a good fit for a managerial position or a position that involves working closely with others.

#### View All Answers

#### Question - 35:

Tell us about a suggestion you have made that has benefited an organization you've worked for?

#### Ans:

This is another opportunity to show the interviewer what you're capable of so make sure to be prepared for this type of question. Have an example ready and make sure its an example of a suggestion you've made that was accepted and that have positive influence. If you can come up with an example that relates to the position you're applying for that would be even better.

#### View All Answers

#### Question - 36:

Are you willing to work overtime or odd hours?

#### Ans:

Be completely honest. You don't want to lie to get the job if you're not going to work the hours required.

#### View All Answers

#### Question - 37:

Top 11 Questions to Verify Experience and Credentials In RHB Bank Berhad:

#### Ans:

Sometimes people want a job a little too bad - and they may fudge their credentials and experience a bit.

- If you've run into this problem, are worried about it, or have credentials and experience that are absolutely essential, you may need to ask a few verification questions. If you are a candidate, you should review your resume and make sure you know all the key points, and that nothing has been misconstrued.
- 1. What grades did you get in college?
- 2. What were your responsibilities when you worked in job x?
- 3. How many people were on your team at your last job?
- 4. What will your previous manager/supervisor say when I ask where you needed to improve?
- 5. What was your beginning and ending salary at job x?
- 6. What were your beginning and ending titles at job x?
- 7. Are you eligible for rehire at job x?
- 8. What tools are necessary for performing job x?9. Describe to me how you would perform [x typical job task].



10. What was the focus of your thesis?

11. When did you leave company x?

View All Answers

#### Question - 38:

Top 17 Behavioral Interview Questions In RHB Bank Berhad:

#### Ans:

Behavioral interviews In RHB Bank Berhad where popularized by industrial psychologists in the 1970s, and have been used at big companies like AT&T. The idea behind them is that past responses to situations are the best predictor of how candidates will respond in the future.

- 1. Tell me about a time you faced a conflict while working as part of a team.
- . Talk about a goal you set for yourself. What did you do to make sure you met the goal? 2
- 3. Give an example of a time when you had to work with someone with a very different personality from yours.
- 4. Talk about an instance where you wish you'd handled a situation differently with a team member.
- 5. What's the most difficult problem you have had to solve In RHB Bank Berhad?
- 6. Give an example of how you handled a situation where you needed information from a colleague who wasn't responsive.
- 7. Talk about a time when you had problems building a relationship with a key team member. What did you do?
- 8. Tell me about an instance when it was important to make a great impression on a client. What did you do?
- 9. Tell me about a situation where you had to work with a difficult client.
- Tell me about a situation where you disappointed a client, and how you tried to fix it.
  Talk about a time when you had to strategize to meet all your obligations.
- 12. Talk about a time when you failed at something. How did you react?
- 13. Talk about a time you took on a leadership role.
- 14. Tell me about a long-term project you oversaw. How did you keep it focused and on schedule?
- 15. Talk about a time when you were under a lot of stress. What caused it, and how did you manage?
- 16. Do you prefer to work alone or with others In RHB Bank Berhad?
- 17. Tell me about a time when you were overwhelmed by the amount of work on your agenda. How did you handle it?

View All Answers

#### Question - 39:

If the company you worked for was doing something unethical or illegal, what would you do?

#### Ans:

Report it to the leaders within the company. True leaders understand business ethics are important to the company's longevity

View All Answers

#### Question - 40:

The change in the business industry now requires you to have a new set of skills you have to learn, how do you react to that?

#### Ans:

First, find out which skills are the ones that you're currently lacking. Then identify what the steps would be to acquire/build those skills. Then take action to do so. View All Answers

#### Question - 41:

What is your typical way of dealing with conflict? Give me an example?

#### Ans:

First, find out what the root of the problem is. Second, determine the best steps to remediation with the best possible outcome. Third, take action to put remediation plans in place.

#### View All Answers

#### Question - 42

Give me a specific example of a time when you had to conform to a policy with which you did not agree?

#### Ans:

You want to first understand why the policy was put into effect. From there, if you truly disagree with it, explain your position to your management. If they don't change it, then you must accept their decision and continue to work or the alternative decision would be to find a new job. View All Answers

#### Question - 43:

What motivates you to work In RHB Bank Berhad?

#### Ans:

Describe what makes you passionate about the work. It could be the company's vision, the product, your desire to succeed, the clients, your peers and so on. They key is to first understand what internally motivates you to do your job and then to emphasize that in a positive way View All Answers

#### Question - 44:

Why do you want to work in this industry In RHB Bank Berhad?

#### Ans:

Make sure you research the industry first. Then find at least 3 core things about that industry that you're passionate about (for example: how their solutions impact clients, their culture, the leadership, etc)



#### Question - 45:

What do you know about this company?

#### Ans:

Research the company on Google by searching recent news (to remain current on them) and their website. Make sure you understand their products / services, vision, competitive differentiators, and work culture.

#### <u>View All Answers</u>

#### Question - 46:

What type of personalities do you work best with and why?

#### Ans:

Think of which personalities you work best with (do you like outgoing, collaborative, personable working relationships and so forth?)

#### Question - 47:

What types of situations do you consider "unfixable"?

#### Ans:

Most situations are "fixable" - the ones that are not are typically related to business ethics (someone is cheating the company, someone is stealing, etc)

#### Question - 48:

What type of extracurricular activities are you a part of?

#### Ans:

Discuss the clubs / activities you were in, share a personal story about why you enjoyed it and then describe how it's helped shape you to be who you are today. For example, I enjoyed rock climbing because it taught me the value of practicing hard at a sport to become skilled in it. I bring this same diligence to my work approach today as well.

View All Answers

#### Question - 49:

Describe your academic achievements?

#### Ans:

Think of a time where you really stood out and shined within college. It could be a leadership role in a project, it could be your great grades that demonstrate your intelligence and discipline, it could be the fact that you double majored. Where have you shined?

#### <u>View All Answers</u>

#### Question - 50:

What are your thoughts on failure?

#### Ans:

Failure happens. It's a part of life. The key is understanding that you can't be perfect at everything and more importantly you're going to learn from failures to come out stronger.

#### View All Answers

#### Question - 51:

Have you ever mentored anyone before? If yes, describe the situation?

#### Ans:

Describe a time where you've helped someone else. Mentor ships can be informal so as you've helped someone over a period of time that can certainly count. The key is to highlight how you utilized certain skills/attributes like coaching, teaching, patience, communication skills, and so forth to mentor that person.

#### Question - 52:

What role do you see technology playing in this role?

#### Ans:

Technology is important to almost every job today but it's not meant to be abused. I believe it's important to increase productivity and not for personal use. <u>View All Answers</u>

#### Question - 53:

How do you feel about technology at the workplace in general?

#### Ans:

It's a great enabler for us to collaborate better as a team, for us to reach customers more efficiently and frequently and I believe it can help any company become more efficient, leaner, and more productive.



#### Question - 54:

How articulate are you in expressing your ideas?

#### Ans:

One of the best ways to answer this question is clearly articulate three points that demonstrate how articulate you are (and in a sense show that in a live setting) - for example: "I would say I'm articulate because one, I typically gather my thoughts before speaking, two, I organize my thoughts well, and three I'm concise when making a point. *View All Answers* 

#### Question - 55:

How important is a positive attitude to you?

#### Ans:

Incredibly important. I believe a positive attitude is the foundation of being successful - it's contagious in the workplace, with our customers, and ultimately it's the difference maker.

#### View All Answers

#### Question - 56:

How would you define success?

#### Ans:

Success is defined differently for everybody. Just make sure the parameters are defined by you with regards to work life balance, financial gain, career growth, achievements, creating meaningful work / products and so forth. If you can clearly articulate what it means to you that is a strong answer.

#### View All Answers

#### Question - 57:

What does your professional network look like?

#### Ans:

If you have a professional network, discuss it detail (# of contacts, people you know, their positions and what you've learned from them or how you've worked with them). If you don't have one, discuss how you would develop one (career fairs, networking events for that industry, through your existing friends, etc) *View All Answers* 

#### Question - 58:

What are your thoughts about working from home?

#### Ans:

This is a new policy some companies are adopting. If the company you are interviewing for allows for it, then you should be thankful for the flexibility and convenience yet state that working from home is a privilege that you would honor. The key point you want to make is that you would still be able to focus and be just as productive working at home.

<u>View All Answers</u>

#### Question - 59:

What would you do if our competitor offered you a position In RHB Bank Berhad?

#### Ans:

I would weigh the offer and consider it, however, this company and this role is my first choice.

View All Answers

#### Question - 60:

How do you feel about taking on repetitive tasks In RHB Bank Berhad?

#### Ans:

This answer depends on whether or not the job has a lot of repetitive tasks with no variation. If it does, then you would need to be okay with the idea of doing the same task over and over again. If you feel you can offer more than repetitive work, then describe how you would be able to do so. *View All Answers* 

### Question - 61:

What were the responsibilities of your last position In RHB Bank Berhad?

#### Ans:

If you want to show your ambition, you can discuss how you haven't reached all of your goals yet and in that sense aren't satisfied. However, if you want to discuss satisfaction from your job discuss an experience in which you achieved something.

#### View All Answers

#### Question - 62:

What techniques and tools do you use to keep yourself organized In RHB Bank Berhad?

#### Ans:



Utilizing a calendar, having a notebook with your "to do" list, focusing on your top 3 priorities each and every day, utilizing a systematic way of storing documents on your computer (like box.net)

View All Answers

#### Question - 63:

Do you think a leader should be feared or liked?

#### Ans:

Liked. You want to work harder for people that inspire and motivate you. Fear only lasts for so long.

Question - 64:

View All Answers

How would you feel about working for someone who knows less than you In RHB Bank Berhad?

#### Ans:

The reality is, the majority of the time someone is in a management/leadership position is because of their experience and past success. So they probably possess at least a unique set of knowledge from you. So you'll want to learn from them as much as possible. If it's not the case, then discuss how you would look for mentors in different departments to help your personal career development.

#### <u>View All Answers</u>

#### Question - 65:

Tell me the difference between good and exceptional?

#### Ans:

Good gets the job done on time and is high quality. Exceptional is a game changer - it stands out, it's creative, it's above and beyond expectations. Tell the interviewer a story about how you were exceptional.

#### View All Answers

#### Question - 66:

What's the last book you read?

#### Ans:

Try to talk about a book related to the industry, for example, if you're applying for a role related to business, cite a business book.

View All Answers

#### Question - 67:

If I were to give you this salary you requested but let you write your job description for the next year, what would it say?

#### Ans:

It should say the same thing - after all - if you think this salary is fair then it should suit the responsibilities!

### View All Answers

#### Question - 68:

Does your boss know you're here today?

#### Ans:

Usually, you probably haven't told your boss for obvious reasons. So it's ok to say that they do not. You don't want to upset the balance at your current job after all and nothing is guaranteed in an interview. The interviewer should understand this stance.

#### Question - 69:

What is the difference between a big ego and a healthy ego?

#### Ans:

"Ego" should be replaced by confidence. It's good to be confident as it shows that you know what you're doing. However, a big ego is when confidence spirals out of control and you become arrogant.

View All Answers

#### Question - 70:

How does your present position differ from past ones?

#### Ans:

Describe the difference with regards to responsibilities, culture, team, career opportunity, and the work itself.

View All Answers

#### Question - 71:

How did you become interested in this field/industry?

#### Ans:

Describe how you've come to develop a passion or interest in this industry and use variables like "culture, people, vision, career development, and the work itself" to define your choice



#### Question - 72:

What specific steps do you utilize in solving workplace problems?

#### Ans:

Analyze the problem In RHB Bank Berhad. Discuss possible remedies and resulting outcomes. Decide on the remedy and track results. Re-visit problem if it's not resolved.

View All Answers

#### Question - 73:

Rate yourself on a scale of 10?

#### Ans:

If you truly believe you're a 10, you better be able to explain why with examples / stories. If you believe you're a great contributor and have room to grow, say 8 or 9. If you're below that, explain what you would do to improve yourself to get the ranking you believe you can be. View All Answers

#### Question - 74:

When was the last time something upset you at work? What did you do?

#### Ans:

Almost everyone has an emotional moment related to work at some point - you're not alone. The key is to learn why you reacted that way and to focus not on the problem but HOW to resolve it. Another key component is to be aware of your emotional response so that you can learn to control it in the future in a calm way. 

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