|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1. A problem is the difference between the current state and where you want to be.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | Problem-Solving 2 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 3:59 PM | | *DATE MODIFIED:* | 5/3/2016 3:59 PM | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 2. Inertia means acting on a problem, when you are very familiar with it.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | Problem-Solving 4 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 3:59 PM | | *DATE MODIFIED:* | 5/3/2016 3:59 PM | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 3. The opinions and assumptions that your problem owner, stakeholders, and other important people hold are important factors in the success of your solution.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | Problem-Solving 6 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 3:59 PM | | *DATE MODIFIED:* | 5/3/2016 3:59 PM | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 4. The purpose of a problem statement is to find the problem cause and to define the solution.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | Problem-Solving 8 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 3:59 PM | | *DATE MODIFIED:* | 5/3/2016 3:59 PM | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 5. A cause is the reason for or the origin (root) of a change, such as customers being unable to afford travel vacations.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | Problem-Solving 10 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 3:59 PM | | *DATE MODIFIED:* | 5/3/2016 3:59 PM | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 6. Attacking the root cause of a problem is always the best approach.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | Problem-Solving 10 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 3:59 PM | | *DATE MODIFIED:* | 5/3/2016 3:59 PM | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 7. Testing a solution involves trying it on a small or limited basis.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | Problem-Solving 14 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 3:59 PM | | *DATE MODIFIED:* | 5/3/2016 3:59 PM | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 8. Open-science Problem-Solving is a form of outsourcing.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | Problem-Solving 18 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 3:59 PM | | *DATE MODIFIED:* | 5/3/2016 3:59 PM | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 9. A fishbone diagram is good for brainstorming, but does not show cause-and-effect.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | Problem-Solving 10-11 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 3:59 PM | | *DATE MODIFIED:* | 5/3/2016 3:59 PM | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 10. In an organization, a(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is an obstacle that stands in the way of achieving a desired goal.   |  |  | | --- | --- | | *ANSWER:* | problem | | *POINTS:* | 1 | | *REFERENCES:* | Problem-Solving 2 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 3:59 PM | | *DATE MODIFIED:* | 5/3/2016 3:59 PM | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 11. People usually solve problems in one of two ways: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ or systematically.   |  |  | | --- | --- | | *ANSWER:* | intuitively | | *POINTS:* | 1 | | *REFERENCES:* | Problem-Solving 2 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 3:59 PM | | *DATE MODIFIED:* | 5/3/2016 3:59 PM | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 12. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ are choices you make when faced with a set of options or alternatives.   |  |  | | --- | --- | | *ANSWER:* | Decisions | | *POINTS:* | 1 | | *REFERENCES:* | Problem-Solving 2 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 3:59 PM | | *DATE MODIFIED:* | 5/3/2016 3:59 PM | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 13. When you solve a problem for someone else, you assume the responsibility for developing a satisfactory solution for them, the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.   |  |  | | --- | --- | | *ANSWER:* | problem owners | | *POINTS:* | 1 | | *REFERENCES:* | Problem-Solving 6 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 3:59 PM | | *DATE MODIFIED:* | 5/3/2016 3:59 PM | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 14. To link a problem to its cause, you must perform a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ analysis, a study that determines the real basis for the problem.   |  |  | | --- | --- | | *ANSWER:* | root-cause | | *POINTS:* | 1 | | *REFERENCES:* | Problem-Solving 10 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 3:59 PM | | *DATE MODIFIED:* | 5/3/2016 3:59 PM | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 15. When you are \_\_\_\_, you solve a problem in a methodical and organized manner.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | intuitive | b. | systematic | |  | c. | both a. and b. | d. | neither a. nor b. |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *REFERENCES:* | Problem-Solving 2 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 3:59 PM | | *DATE MODIFIED:* | 5/3/2016 3:59 PM | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 16. Variations on \_\_\_\_ include dilemmas, paradoxes, and difficulties, such as trouble performing tasks.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | solutions | b. | problems | |  | c. | arguments | d. | actions |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *REFERENCES:* | Problem-Solving 2 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 3:59 PM | | *DATE MODIFIED:* | 5/3/2016 3:59 PM | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 17. \_\_\_\_ is your knowledge of something without having to discover or learn it, and it is typically your first reaction to a problem or question.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | Logic | b. | Creativity | |  | c. | Intuition | d. | Instinct |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *REFERENCES:* | Problem-Solving 2 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 3:59 PM | | *DATE MODIFIED:* | 5/3/2016 3:59 PM | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 18. \_\_\_\_ are people who, like problem owners, are also affected by the problem or whose involvement you need to resolve the matter.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | Shareholders | b. | Clients | |  | c. | Stakeholders | d. | Users |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *REFERENCES:* | Problem-Solving 6 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 3:59 PM | | *DATE MODIFIED:* | 5/3/2016 3:59 PM | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 19. A problem \_\_\_\_ is a clear, concise description of the problem and the effect you expect from the solution.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | statement | b. | sentence | |  | c. | document | d. | policy |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *REFERENCES:* | Problem-Solving 8 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 3:59 PM | | *DATE MODIFIED:* | 5/3/2016 3:59 PM | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 20. A popular way to visualize a complex problem is by creating a \_\_\_\_ diagram.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | hierarchical | b. | spin | |  | c. | true/false | d. | cause-and-effect |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *REFERENCES:* | Problem-Solving 10 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 3:59 PM | | *DATE MODIFIED:* | 5/3/2016 3:59 PM | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 21. Complex problems are those that \_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | have no clear boundaries | b. | are unique | |  | c. | have no single optimal solution | d. | all of the above |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *REFERENCES:* | Problem-Solving 12 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 3:59 PM | | *DATE MODIFIED:* | 5/3/2016 3:59 PM | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 22. If the potential risk is significant enough, you might need to take a different approach altogether, which is called risk \_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | openness | b. | avoidance | |  | c. | averaging | d. | management |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *REFERENCES:* | Problem-Solving 14 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 3:59 PM | | *DATE MODIFIED:* | 5/3/2016 3:59 PM | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 23. When working in a company with a strong set of cultural norms, it is easy to adopt popular opinions and follow the expectations of others, which is called the \_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | bandwagon effect | b. | herd effect | |  | c. | both a. and b. | d. | neither a. nor b. |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *REFERENCES:* | Problem-Solving 16 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 3:59 PM | | *DATE MODIFIED:* | 5/3/2016 3:59 PM | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 24. Successful Web sites such as StumbleUpon (*www.stumbleupon.com*) and Digg (*www.digg.com*) use \_\_\_\_ by inviting their visitors to vote on recommended Web sites, articles, restaurants, photos, or videos, for example, by submitting links or reviews.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | herding | b. | crowdsourcing | |  | c. | outsourcing | d. | crowd control |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *REFERENCES:* | Problem-Solving 18 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 3:59 PM | | *DATE MODIFIED:* | 5/3/2016 3:59 PM | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 25. Breaking down a large, complex problem into smaller, solvable problems is called \_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | following the herd | b. | setting the table | |  | c. | divide and conquer | d. | rank and responsibility |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *REFERENCES:* | Problem-Solving 12 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 3:59 PM | | *DATE MODIFIED:* | 5/3/2016 3:59 PM | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 26. When creating a problem statement, frame the problem for your audience by starting with a brief description of the \_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | suggested solution | b. | ideal situation | |  | c. | budget constraints | d. | risks involved |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *REFERENCES:* | Problem-Solving 8 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 3:59 PM | | *DATE MODIFIED:* | 5/27/2016 11:24 AM | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 27. The statement, “Even our most popular European tours show no increase in enrollment, despite heavy promotion” is an example of the \_\_\_\_ part of a problem statement.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | size and scope | b. | problem summary | |  | c. | symptom | d. | consequences |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *REFERENCES:* | Problem-Solving 9 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 3:59 PM | | *DATE MODIFIED:* | 5/27/2016 11:24 AM | |

|  |
| --- |
| Darcy, an outside consultant, has agreed to solve the problem of low student test scores for a neighborhood school.  Please answer the questions below. |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 28. Since she is solving a problem for someone else, the first step Darcy should take is to \_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | give choices | b. | promote her solution | |  | c. | recognize opinions | d. | ask for advice |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *REFERENCES:* | Problem-Solving 6 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *PREFACE NAME:* | Case A-1 | | *TOPICS:* | Critical Thinking | | *DATE CREATED:* | 5/3/2016 3:59 PM | | *DATE MODIFIED:* | 5/27/2016 11:22 AM | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 29. As she works on the solution, Darcy should communicate regularly with problem owners and stakeholders. It is suggested that she use \_\_\_\_ to create a log of your conversations, ideas, alternatives, and solutions.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | e-mail | b. | memos | |  | c. | other documents | d. | all of the above |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *REFERENCES:* | Problem-Solving 6 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *PREFACE NAME:* | Case A-1 | | *TOPICS:* | Critical Thinking | | *DATE CREATED:* | 5/3/2016 3:59 PM | | *DATE MODIFIED:* | 5/3/2016 3:59 PM | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 30. When presenting a final solution, Darcy should \_\_\_\_.   |  |  |  | | --- | --- | --- | |  | a. | present one solution | |  | b. | present many solutions, indicating which one she recommends | |  | c. | present many solutions, without indicating which one she recommends | |  | d. | none of the above |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *REFERENCES:* | Problem-Solving 6 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *PREFACE NAME:* | Case A-1 | | *TOPICS:* | Critical Thinking | | *DATE CREATED:* | 5/3/2016 3:59 PM | | *DATE MODIFIED:* | 5/3/2016 3:59 PM | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 31. Decisions are choices you make when faced with a set of options or alternatives. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | Problem-Solving 2 | | *QUESTION TYPE:* | Modified True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 3:59 PM | | *DATE MODIFIED:* | 5/3/2016 3:59 PM | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 32. A cause is evidence of a change, such as a decrease in revenue. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | False - symptom | | *POINTS:* | 1 | | *REFERENCES:* | Problem-Solving 10 | | *QUESTION TYPE:* | Modified True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 3:59 PM | | *DATE MODIFIED:* | 5/3/2016 3:59 PM | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 33. A popular approach used to uncover and define problems is called 5 Whats. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | False - Whys | | *POINTS:* | 1 | | *REFERENCES:* | Problem-Solving 10 | | *QUESTION TYPE:* | Modified True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 3:59 PM | | *DATE MODIFIED:* | 5/3/2016 3:59 PM | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 34. Any decision you make or solution you implement involves some risk, which is an exposure to a chance of loss or damage. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | Problem-Solving 14 | | *QUESTION TYPE:* | Modified True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 3:59 PM | | *DATE MODIFIED:* | 5/3/2016 3:59 PM | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 35. When working in a company with a strong set of cultural norms, it is easy to adopt popular opinions and follow the expectations of others, which is called the bandwagon effect. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | Problem-Solving 16 | | *QUESTION TYPE:* | Modified True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 3:59 PM | | *DATE MODIFIED:* | 5/3/2016 3:59 PM | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 36. A crowd-serving bias is anything that leads you to see the data as you most want it to appear. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | False - self-serving | | *POINTS:* | 1 | | *REFERENCES:* | Problem-Solving 16 | | *QUESTION TYPE:* | Modified True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 3:59 PM | | *DATE MODIFIED:* | 5/3/2016 3:59 PM | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 37. Clientsourcing is a term coined by Jeff Howe in Wired magazine to characterize a way of using groups to solve problems. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | False - Crowdsourcing | | *POINTS:* | 1 | | *REFERENCES:* | Problem-Solving 18 | | *QUESTION TYPE:* | Modified True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 3:59 PM | | *DATE MODIFIED:* | 5/3/2016 3:59 PM | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 38. When developing a problem statement, describe subjective symptoms of the problem that others can observe. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | False - objective | | *POINTS:* | 1 | | *REFERENCES:* | Problem-Solving 8 | | *QUESTION TYPE:* | Modified True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 3:59 PM | | *DATE MODIFIED:* | 5/3/2016 3:59 PM | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 39. When gathering information, focus on objective facts. Ask “what?” not  “who?” \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | Problem-Solving 4 | | *QUESTION TYPE:* | Modified True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 3:59 PM | | *DATE MODIFIED:* | 5/3/2016 3:59 PM | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 40. Stakeholders are people who are also affected or whose involvement you need to resolve the matter. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | Problem-Solving 6 | | *QUESTION TYPE:* | Modified True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 3:59 PM | | *DATE MODIFIED:* | 5/3/2016 3:59 PM | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 41. Briefly describe these three common problem-solving traps:  positive outcome bias, the bandwagon effect, and a self-serving bias.   |  |  | | --- | --- | | *ANSWER:* | The positive outcome bias:  Be aware of the symptoms of overconfidence: underestimating how long it will take to complete a task; overestimating the likelihood of something that you hope will occur; or being overly optimistic about your decisions and answers to questions.  The bandwagon effect:  Organizations develop a unique culture and set of values that favor certain actions and behaviors. When working in a company with a strong set of cultural norms, it is easy to adopt popular opinions and follow the expectations of others, which is called the bandwagon effect.  Avoid self-serving bias: A self-serving bias is anything that leads you to see the data as you most want it to appear. You might make decisions or pursue solutions that suit your personal preferences. When you start to work on a problem, ask yourself if a particular outcome, solution, or choice is especially appealing to you. If so, try to be aware of it as you proceed. | | *POINTS:* | 1 | | *REFERENCES:* | Problem-Solving 16 | | *QUESTION TYPE:* | Essay | | *HAS VARIABLES:* | False | | *TOPICS:* | Critical Thinking | | *DATE CREATED:* | 5/3/2016 3:59 PM | | *DATE MODIFIED:* | 5/3/2016 3:59 PM | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 42. Please describe the difference of solving a problem using a systematic approach versus an intuitive approach.  In what type of situation is each method the most appropriate?   |  |  | | --- | --- | | *ANSWER:* | When you are systematic, you solve a problem in a methodical and organized manner. Systematic Problem-Solving takes a reasoned, rational approach and is appropriate for larger, more complicated problems or situations that involve a lot of risk.  When you solve a problem intuitively, you react immediately and instinctively, without following a particular procedure. This reactive approach is well suited to situations where you need to make a quick decision or solve a routine problem. In those cases, you can often use your common sense to decide on a solution. | | *POINTS:* | 1 | | *REFERENCES:* | Problem-Solving 2 | | *QUESTION TYPE:* | Essay | | *HAS VARIABLES:* | False | | *TOPICS:* | Critical Thinking | | *DATE CREATED:* | 5/3/2016 3:59 PM | | *DATE MODIFIED:* | 5/3/2016 3:59 PM | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Please identify the letter of the choice that best matches the term below.   |  |  | | --- | --- | | a. | resource | | b. | type of information |  |  |  | | --- | --- | | *REFERENCES:* | Problem-Solving 5 | | *QUESTION TYPE:* | Matching | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 3:59 PM | | *DATE MODIFIED:* | 5/3/2016 3:59 PM | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 43. print   |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 44. primary   |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 45. interviews   |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 46. informal   |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 47. information found in a magazine   |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | |