Problem Solving Assessment – Part 1

On arriving at a party you realize that you know very few people. You:

- Go directly to the few people you know and let them introduce you to the others
- Meet your host and then "dive in" and introduce yourself to the other guests
- Meet your host, stay for a polite while and then leave

You come across the contact information of an old friend. You:

- Call up the friend to catch up on each other's lives
- Tell yourself you will call him one day
- Assume that after all this while the person has moved on and you can never be friends in the same way again

At a party you are introduced to someone who seems to be shy and is having difficulty in having a conversation with you. You:

- Give the impression that you are listening with interest and then when he finishes you move on to someone else
- Do not interrupt, let the person finish what he is saying and then respond sincerely to what he said
- Hijack the conversation at the first pause

A new person has just joined the office and has been assigned to work with you. You:

- Introduce him to the few people he will need to work with
- Introduce him to everyone in the office, especially those you are friendly with
- Let the person introduce himself to the others

A friend calls in you in the middle of the night urgently requesting your help. You:

- Ask the person if it can wait till morning
- Recognize the gravity of the situation and agree to help immediately

- Inform him that considering the time it would be really difficult to help and maybe he should contact another friend

Someone is trying to explain something important, but is taking up a lot of time and not quite being able to make his point and thereby keeping you from an important task. You:

- Try and bring the conversation to a close as soon as possible
- Request the person that since you are short of time, if he could summarize his argument
- Pretend to listen, but keep looking at your watch so that he gets the point

A friend at school is trying to explain a complicated issue, but you can't seem to focus on what he is saying. You:

- Nod politely and give the impression that you are following what he is saying whilst internally hoping that the conversation comes to an end as soon as possible
- Rub your eyes to indicate you are tired and ask him if you can continue the conversation later
- Become proactive and ask questions which you think will help you understand the issue so that you can wrap up the conversation quickly

Once I choose a solution, I develop an implementation plan with the sequence of events necessary for completion.	○	○	○	○	○
After a solution has been implemented, I immediately look for ways to improve the idea and avoid future problems.	○	○	○	○	○
To avoid asking the wrong question, I take care to define each problem carefully before trying to solve it.	○	○	○	○	○
I strive to look at problems from different perspectives and generate multiple solutions.	○	○	○	○	○
I try to address the political issues and other consequences of the change I'm proposing so that others will understand and support my solution.	○	○	○	○	○
I evaluate potential solutions carefully and thoroughly against a predefined standard.	○	○	○	○	○
I systematically search for issues that may become problems in the future.	○	○	○	○	○
When I decide on a solution, I make it happen – no matter what opposition I may face.	○	○	○	○	○
I find that small problems often become much bigger in scope, and thus very difficult to solve.	○	○	○	○	○

I ask myself lots of different questions about the nature of the problem.	○	○	○	○	○
After my solution is implemented, I relax and focus again on my regular duties.	○	○	○	○	○
I focus on keeping current operations running smoothly and hope that problems don't appear.	○	○	○	○	○
I evaluate potential solutions as I think of them.	○	○	○	○	○
When I need to find a solution to a problem, I usually have all of the information I need to solve it.	○	○	○	○	○
When evaluating solutions, I take time to think about how I should choose between options.	○	○	○	○	○
Making a decision is the end of my problem-solving process.	○	○	○	○	○