

Quiz
Course 5: Collaborative Problem Solving

Name:

Date:

Instructions: Read each question or statement and answer carefully. Choose the best answer.

Multiple Choice

1. A common way to organize information when you are trying problem solve is:
 - a. alphabetically
 - b. by difficulty
 - c. by level of importance
 - d. by creating lists that highlight the strengths and weaknesses of each solution

2. If it is not immediately clear to you what decision is best, you should
 - a. flip a coin
 - b. not make a decision
 - c. look and see if some of the strengths and weaknesses of a solution are more important than others
 - d. ask someone else what you should do

3. When working with others to solve a problem, it is helpful to:
 - a. go along with whatever the group wants, even if I don't agree
 - b. focus on what everyone wants
 - c. focus on why people want something
 - d. none of the above

4. To better understand someone's motivation, you could
 - a. ask, "Why is this so important to you?"
 - b. ask, "What are you afraid will happen if we don't do it this way?"
 - c. ask, "What do you hope will happen if we do it your way?"
 - d. all of the above

True or False

5. You should always work with other people to solve your problems.
 - a. True
 - b. False
6. By focusing on why people want something, you are more likely to develop a solution that can work for everyone.
 - a. True
 - b. False