

Creative Approaches to Problem Solving: A Framework for Innovation and Change, Third Edition

by Scott G. Isaksen, K. Brian Dorval, and Donald J. Treffinger

Instructor Support: Test File Chapter 2

Note: Bold type designates keyed correct response in all multiple-choice questions.

Chapter Two

1. CPS can best be described as:
 - a. The same as the scientific method.
 - b. Rules to follow carefully in the correct order.
 - c. A structured framework to help you manage change and solve problems.**
 - d. The six most important steps to help you become a creative person.

2. CPS is a framework that was created and developed
 - a. In the mid-1990's by an eccentric computer geek.
 - b. Through more than five decades of work.**
 - c. By the military during World War II for officer training.
 - d. By a university-based team of engineers and psychologists.

3. Why are the CPS stages divided into four main components?
 - a. To make CPS move faster.
 - b. To help groups work in a more creative way.
 - c. Because people only remember three steps.
 - d. To represent a natural and flexible approach to solving problems creatively.**

4. One major distinction between the CPS management component and the three process components is:
 - a. The management component assesses whether CPS is appropriate to use for a task; the process components guide you in applying CPS to a task.**
 - b. You must always use all the process components, but often you may not need the management component.
 - c. You will use the process components first and the management component later.
 - d. Only the management component involves metacognition.

5. Which guideline would be important to follow when generating options:
 - a. **Defer judgment.**
 - b. Affirmative judgment.
 - c. Allow each person at least three minutes to think of a response.
 - d. Try to get at least 50 responses.

6. Which guideline would be important to follow when focusing your thinking:
 - a. Defer judgment.
 - b. **Affirmative judgment.**
 - c. Use at least three criteria but not more than five to make decisions.
 - d. Eliminate the silly ideas that waste the group's valuable time.

7. Why are the generating and focusing tools important in CPS:
 - a. Using them eliminates the need for a specific problem statement.
 - b. Generating tools make up some CPS stages and focusing tools make up the other CPS stages.
 - c. **Using these tools helps you in applying creative and critical thinking in harmony.**
 - d. These tools replace the role of knowledge and information in CPS.

8. Which is a guideline for generating in CPS?
 - a. Be serious about your thinking.
 - b. Don't be afraid to act foolish.
 - c. **Seek new connections or combinations.**
 - d. Make every third idea a very silly one.

9. Which is a guideline for effective focusing in CPS?
 - a. **Consider novelty and uniqueness.**
 - b. Try only the ideas you know will work.
 - c. Make decisions by voting.
 - d. Provide time for the client to evaluate each idea when it is given.

10. Deferred judgment means:
 - a. Creative ideas are never evaluated.
 - b. **Don't evaluate when you're generating alternatives.**
 - c. State your criticisms politely.
 - d. Praise only the ideas you really like.

11. Affirmative judgment involves:
 - a. Telling the best reasons for opposing peoples' ideas or plans.
 - b. Working constructively to improve or strengthen options.**
 - c. Politely pointing out why some new ideas won't work.
 - d. Voting on which ideas are best.

12. Which choice best describes the important factors on which effective problem solving depends?
 - a. Using both critical and creative thinking in harmony.**
 - b. Using creative thinking to generate ideas.
 - c. Using critical thinking to find the right answer.
 - d. Using your intelligence and being lucky.