



Name of the Bundle	Advanced Bundle V2	Subject	Communicative English & Soft Skills
Topic	Problem Solving Skills	Last updated on	28 February 2024

## Multiple choice questions on Problem solving skills:

Choose the correct option for each question.

1. What is the first step in the problem-solving process?
  - a. Identify the problem
  - b. Implement the solution
  - c. Evaluate the results
  - d. Choose a random approach

**Ans: a. Identify the problem**

2. Which of the following is a characteristic of an effective problem solver?
  - a. Avoiding challenges
  - b. Relying solely on intuition
  - c. Seeking feedback and adapting
  - d. Ignoring alternative solutions

**Ans: c. Seeking feedback and adapting**

3. What does brainstorming involve in the context of problem solving?
  - a. Narrowing down ideas
  - b. Generating a variety of ideas
  - c. Selecting the best solution immediately
  - d. Ignoring creative input

**Ans: b. Generating a variety of ideas**

4. What is a common obstacle to effective problem-solving?
  - a. Flexibility
  - b. Creativity
  - c. Lack of information
  - d. Open-mindedness

**Ans: c. Lack of information**



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5. In the problem-solving process, what does "implementing the solution" mean?
- Generating ideas
  - Putting the plan into action
  - Identifying the problem
  - Analysing potential obstacles

**Ans: b. Putting the plan into action**

6. Problem solving skills help us to \_\_\_\_.
- understand the environment
  - Sticking to a predetermined solution
  - refuse to adapt
  - ignoring evidence and facts

**Ans: a. understand the environment**

7. Why is it important to evaluate the results after implementing a solution?
- To prove the solution is perfect
  - To identify areas for improvement
  - To ignore feedback
  - To rush to the next problem

**Ans: b. To identify areas for improvement**

8. What is the purpose of considering multiple solutions during problem solving?
- To complicate the decision-making process
  - To limit creativity
  - To increase the likelihood of finding an effective solution
  - To discourage collaboration

**Ans: c. To increase the likelihood of finding an effective solution**



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9. What does the acronym SMART stand for in the context of goal setting for problem solving?
- Simple, Meticulous, Achievable, Random, Timely
  - Specific, Measurable, Achievable, Relevant, Time-bound
  - Subjective, Multifaceted, Ambiguous, Random, Temporary
  - Standard, Mandatory, Appropriate, Required, Timely

**Ans: b. Specific, Measurable, Achievable, Relevant, Time-bound**

10. Which of the following is NOT a problem-solving technique?
- Brainstorming
  - Procrastinating
  - Root cause analysis
  - SWOT analysis

**Ans: b. Procrastinating**

11. How does persistence contribute to successful problem solving?
- It leads to stubbornness and resistance to change
  - It discourages collaboration with others
  - It helps overcome obstacles and challenges
  - It is irrelevant to the problem-solving process

**Ans: c. It helps overcome obstacles and challenges**

12. In the acronym IDEAL what does "E" stands for?
- Expand
  - Except
  - Explore
  - Effective

**Ans: c. Explore**



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13. Which activity is least helpful in developing problem-solving skills?

- a. Engaging in collaborative group discussions.
- b. Avoiding challenges and difficult tasks.
- c. Analyzing and identifying patterns in data.
- d. Experimenting with different solutions to a problem.

**Ans: b. Avoiding challenges and difficult tasks.**

14. Which of the following is a characteristic of a well-defined problem?

- a. Ambiguity
- b. Lack of clarity
- c. Clear goals
- d. Constantly changing criteria

**Ans: c. Clear goals**

15. In the acronym SWOT, what does "W" stand for?

- a. Weakness
- b. Weekend
- c. Weather
- d. Waste

**Ans: a. Weakness**

16. The IDEAL model is an acronym that stands for \_\_\_\_\_.

- a. Imagine, Describe, Engage, Alter and Look
- b. Identify, Define, Explore, Act, and Look back
- c. Ignore, Demonstrate, Explore, Avoid, and Live
- d. None of the above

**Ans: b. Identify, Define, Explore, Act, and Look back**



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17. What role does creativity play in problem-solving?

- a. It is unnecessary in the problem-solving process
- b. It helps in generating innovative solutions
- c. It hinders logical thinking
- d. It only applies to artistic endeavours

**Ans: b. It helps in generating innovative solutions**

18. Which of the following is NOT a common barrier to effective problem solving?

- a. Lack of information
- b. Fixed mindset
- c. Creative thinking
- d. Emotional blocks

**Ans: c. Creative thinking**

19. Which cognitive skill is essential for effective problem solving?

- a. Memorization
- b. Critical thinking
- c. Passive listening
- d. Following instructions blindly

**Ans: b. Critical thinking**

20. Which of the following is a key attribute of a good problem solver?

- a. Avoiding challenges
- b. Rigid thinking
- c. Patience and persistence
- d. Preferring their own point of view

**Ans: c. Patience and persistence**



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21. Which of the following is an important communication skill in problem-solving?

- a. Ignoring feedback
- b. Listening actively
- c. Avoiding collaboration
- d. Refusing to consider alternative solutions

**Ans: b. Listening actively**

22. What is the purpose of defining the criteria for an effective solution in the problem-solving process?

- a. To complicate the decision-making process
- b. To create ambiguity
- c. To establish a clear standard for success
- d. To discourage collaboration

**Ans: c. To establish a clear standard for success**

23. What role does empathy play in collaborative problem solving?

- a. It hinders effective communication
- b. It fosters understanding and consideration of others' perspectives
- c. It discourages teamwork
- d. It encourages a rigid approach

**Ans: b. It fosters understanding and consideration of others' perspectives**

24. Which of the following is a common barrier to effective problem solving?

- a. Open communication
- b. Flexibility
- c. Assumption and bias
- d. Collaboration

**Ans: c. Assumption and bias**



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25. How does effective time management contribute to problem-solving skills?

- a. It slows down the problem-solving process
- b. It adds unnecessary complexity
- c. It allows for thorough analysis and thoughtful decision-making
- d. It eliminates the need for critical thinking

**Ans: c. It allows for thorough analysis and thoughtful decision-making**

26. How can setting clear priorities contribute to effective problem solving?

- a. Limits flexibility
- b. Adds unnecessary complexity
- c. Discourages collaboration
- d. It provides focus on the most important aspects and improves decision-making

**Ans: d. It provides focus on the most important aspects and improves decision-making**

27. How can effective communication skills enhance problem solving in a team?

- a. By creating misunderstandings
- b. By hindering collaboration
- c. By facilitating the exchange of ideas and perspectives
- d. By ignoring team members' input

**Ans: c. By facilitating the exchange of ideas and perspectives**

28. How can setting realistic goals contribute to effective problem solving?

- a. Adds unnecessary complexity
- b. Discourages motivation
- c. Provides a clear direction and achievable milestones
- d. Hinders the evaluation process

**Ans: c. Provides a clear direction and achievable milestones**



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29. Why is it important to evaluate and learn from unsuccessful solutions in problem solving?

- To improve future problem-solving strategies by understanding what went wrong
- To ignore mistakes and repeat them
- To discourage reflection
- To speed up the decision-making process

**Ans: a. To improve future problem-solving strategies by understanding what went wrong**

30. How can technology be utilized to enhance the problem-solving process?

- By hindering communication
- By adding unnecessary complexity
- By providing data analysis tools and collaboration platforms
- By discouraging creativity

**Ans: c. By providing data analysis tools and collaboration platforms**

31. How does a well-defined problem statement contribute to the problem-solving process?

- It adds unnecessary complexity
- It hinders creativity
- It provides clarity and guides the search for solutions
- It discourages critical thinking

**Ans: c. It provides clarity and guides the search for solutions**

32. Why is adaptability important when facing complex and dynamic problems?

- It limits creativity
- It allows for adjustments and flexibility in strategies
- It discourages collaboration
- It speeds up the decision-making process

**Ans: b. It allows for adjustments and flexibility in strategies**





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33. What is the role of decision-making in the problem-solving process?

- To avoid making choices
- To complicate the process
- To select the best course of action from available options
- To eliminate the need for collaboration

**Ans: c. To select the best course of action from available options**

34. What is the role of continuous improvement in the problem-solving process?

- To discourage reflection
- To avoid adaptation and change
- To foster a mind-set of ongoing learning and refinement
- To eliminate collaboration with others

**Ans: c. To foster a mind-set of ongoing learning and refinement**

35. When addressing someone involved in a conflict, \_\_\_\_\_.

- Talk to him or her in front of other people
- Try to embarrass them
- Use "You" messages
- Treat the person as you would want to be treated

**Ans: d. Treat the person as you would want to be treated**

36. What is that a person wants to attain during the process of problem solving?

- Goal
- Compromise
- Constraint
- Adjustment

**Ans: a. Goal**



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37. It is important to choose the right environment because it will help the listener focus & avoid \_\_\_\_ while resolving conflict.

- a. Concentration
- b. Focus
- c. Disturbances
- d. Attention

**Ans: c. Disturbances**

38. \_\_\_\_ is aggressive behaviour and will most likely bring a negative response from the speaker.

- a. Interrupting
- b. Speaking
- c. Listening
- d. Questioning

**Ans: a. Interrupting**

39. During the problem solving process, a person should not be\_\_\_\_\_.

- a. Active and attention
- b. Nervous and tensed
- c. Think creative and critically
- d. Patience and persistence

**Ans: b. Nervous and tensed**