PROBLEM-SOLVING RESPONSE SHEET

This series of open-ended statements is intended to help individuals and their team members discover one another’s reactions to and opinions about parts of the problem-solving process. The emphasis can be on general problem solving with a team or the sheet can be used in the context of a particular problem-solving situation. In either case, learnings should be applied to the larger solution processes of the group. Individuals will get more out of this exercise if it is shared either with a partner or members of a team. If high trust already exists, groups can be larger. Pairs work best in low-trust situations.

• Take turns initiating the discussion. Complete statements orally.
• Items may be responded to in random order.

1. Problem solving is . . .
2. A group is most effective in problem solving when . . .
3. The most difficult problems for work groups to solve are . . .
4. We have a good solution when . . .
5. When we are stumped and need to solve a problem, we . . .
6. The most important consideration in solving a problem is . . .
7. The greatest obstacle I’ve observed in problem solving with people who are different from me is . . .
8. Global work groups tend to limit options by . . .
9. It is easy to avoid facing problems when . . .
10. My greatest strength in problem solving is . . .
11. Our group’s greatest strength in problem solving is . . .
12. One thing that inhibits our creative problem solving is . . .
13. In my culture, we solve problems by . . .
14. As a work group, we solve problems by . . .
15. We are most supportive of our boss’s solutions when . . .
16. We contribute most in problem solving when . . .
17. Solutions tend not to be implemented when . . .
18. Effective problem solving in this organization requires . . .
19. In this organization, the most common method of solving problems is . . .
20. The most difficult problems to solve in our organization are . . .

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