

The due date for submitting this assignment has passed.

Due on 2023-10-08, 23:59 IST.

You may submit any number of times before the due date. The final submission will be considered for grading.

You have last submitted on: 2023-10-08, 17:41 IST

- 1) You and your team members are at a standstill. You want to accomplish a task one way and he/she wants to use a different technique. You can't seem to agree on what to do. How should this conflict be **1 point** resolved? [Check all that apply]

- Collaborating effectively with him/her so that both parties win
- Effective communication can function as the main way to resolve conflict
- Setting aside bias to look for areas where compromise is possible
- Involve the team leader or higher-level leadership who can help the team arrive at a resolution

Yes, the answer is correct.

Score: 1

Feedback:

W1L10.8 - 10 C's of Teamwork - Conflict Resolution

Dealing with conflict effectively is a key teamwork skill. Collaboration, Communication, Arbitration, and Mediating are some of the tools that can be used to resolve a conflict.

Further Reading:

What Is Conflict Resolution? Using This Practice at Work By Indeed Editorial Team (2021)

<https://in.indeed.com/career-advice/career-development/what-is-conflict-resolution>

Accepted Answers:

Collaborating effectively with him/her so that both parties win

Effective communication can function as the main way to resolve conflict

Setting aside bias to look for areas where compromise is possible

Involve the team leader or higher-level leadership who can help the team arrive at a resolution

- 2) You've just made a presentation to your team members about an idea you have for the company's next project. You thought you did a great job and assume that you can move forward with the implementation right away. However, a couple of your team members have come up with suggestions that would dramatically alter your course of action. What do you think is the best way to deal with their input? [Check all that apply] **1 point**

- Creating space to ask questions and give answers
- Empower them through open and honest interactions
- Demonstrate that you possess core competencies required for the company's next project
- Go the extra mile to put in your best and come up with a new presentation

No, the answer is incorrect.

Score: 0

Feedback:

W1L10.3 - 10 C's of Teamwork - Communication

Further Reading:

How do you deal with a team member who constantly opposes your ideas?

1. Don't instinctively resist the opposition.
2. Don't demonize opposers.
3. Give feedback to the person opposing.
4. Be transparent about your reactions and self-management.
5. Celebrate and thank people who offer opposition.

Source: Jennifer Porter (2016). How to Handle the Naysayer on Your Team. Harvard Business Review.

Accepted Answers:

Creating space to ask questions and give answers

Empower them through open and honest interactions

- 3) Your manager breaks the employees you work with into small teams. Instead of being placed into your typical group, you are teamed up with three colleagues who have totally different work styles, personalities and backgrounds. How would you navigate this situation at the initial stage? [Check all that apply] **1 point**

- Be clear about what goes into planning and decision-making in the team
- Communicate clearly that they should not dump extra work on you
- Communicate with the manager and let him/her know that group dynamics will be affected
- Share the vision and get to know your roles and responsibilities

No, the answer is incorrect.

Score: 0

Feedback:

W1L10.1 - 10 C's of Teamwork - Clarity

It is true everyone is allowed to have a different opinion about teamwork but as a good team member, you appreciate the importance of working in harmony even in a new team where there is a whole new dynamic.

Further Reading:

Important Steps when Building a New Team. MIT Human Resources.

<https://hr.mit.edu/learning-topics/teams/articles/new-team>

Accepted Answers:

Be clear about what goes into planning and decision-making in the team

Share the vision and get to know your roles and responsibilities

- 4) Your team is faced with making a decision on a very controversial and emotionally charged issue. The leader has asked each individual to express his/her views. The first thought that comes to your mind is [Check all that apply] **1 point**

- Communicate your true feelings without fear of reprisal
- A person would be a fool to be himself in this team-don't be vulnerable
- How open you are depends on the issue and your team members at the time
- In the majority of cases, it is best not to express your true feelings

No, the answer is incorrect.

Score: 0

Feedback:

W1L10.3 - 10 C's of Teamwork - Communication

Accepted Answers:

Communicate your true feelings without fear of reprisal

- 5) What does the concept of Together Everyone Achieves More (TEAM) convey? **1 point**

- The organization is more important than the employees
- The importance of teamwork in the workplace
- What the individual employee has to say is not important
- The achievement of goals must be done on an individual basis

Yes, the answer is correct.

Score: 1

Feedback:

W1L12 - Team Roles at Workplace

Accepted Answers:

The importance of teamwork in the workplace

- 6) Your team is assigned an extremely difficult task. The deadline is tight and it looks like the team will be spending many late nights on it. How do you think the team should best proceed? [Check all that apply] **1 point**

- After an initial meeting or two to brainstorm and determine how the project should proceed, the duties should be split up according to expertise
- Each decision should be made individually and everyone should have a hand in performing all the tasks
- The tasks should be split up right away to avoid having too many people working on the same thing
- Identify and plan collaboratively with employees about how to overcome obstacles to performance

No, the answer is incorrect.

Score: 0

Feedback:

W1L12 - Team Roles at Workplace

Accepted Answers:

Action-oriented roles

People-oriented roles

Thinking-oriented roles

- 7) Which of Belbin's roles can be described as "they get things done ~ they have the ability to transform discussions and ideas into practical activities"? **1 point**

- Shaper
- Implementer
- Coordinator
- Teamworker

Yes, the answer is correct.

Score: 1

Feedback:

W1L12 - Team Roles at Workplace

Accepted Answers:

Implementer

- 8) Team roles are classified into: [Check all that apply] **1 point**

- Action-oriented roles
- People-oriented roles
- Leadership-oriented roles
- Thinking-oriented roles

Yes, the answer is correct.

Score: 1

Feedback:

W1L12 - Team Roles at Workplace

Accepted Answers:

Action-oriented roles

People-oriented roles

Thinking-oriented roles

- 9) Assume that your company is undergoing a merger or an acquisition. You are the leader of your team. What role does a leader play in implementing change in the organisation? [Check all that apply] **1 point**

- Negotiate with the team members to resist change
- Set new goals and objectives
- Helps team members to see the change effort in a new light and not entertain rumours
- Use this opportunity to discharge a team member

No, the answer is incorrect.

Score: 0

Feedback:

W1L9.1 - What is Teamwork?

Accepted Answers:

The importance of teamwork in the workplace

- 10) Consider the following statements about good Teamwork? **1 point**

1. It is employed to accomplish specific tasks.
2. It requires people with contrasting skills only.
3. It is the ability to work together toward a common goal.
4. It encourages one another's ideas and validates concerns.

Which of the above statement(s) is/are correct?

- 1, 2 and 3 only
- 2 and 3 only
- 1, 3 and 4 only
- 1, 2, 3 and 4

Yes, the answer is correct.

Score: 1

Feedback:

W1L9.1 - What is Teamwork?

Accepted Answers:

1, 3 and 4 only

- 11) Project Checklist Use this checklist to ensure you are prepared for your project. It is designed to help you stay on track, and it does not carry any marks): **0 points**

- Assigned to a Team: Check this to confirm that you have been assigned to a team for the project.
- Familiar with Team Lead: Make sure you know who your team lead is and how to contact them.
- Understand Project Topic and Description: Ensure that you have a clear understanding of the project topic and its description.
- Reviewed Project Submission Guidelines: Take the time to review the document outlining the guidelines for submitting your project.
- Familiar with Course Grading Pattern: Understand the grading pattern for the course and how the project will be evaluated.
- Reviewed Project Evaluation Rubrics: Familiarize yourself with the rubrics that will be used to assess your project.

No, the answer is incorrect.

Score: 0

Feedback:

W1L9.1 - What is Teamwork?

Accepted Answers:

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You have last submitted on: 2023-10-08, 17:41 IST

- 1) Someone is telling you about an accident they've had. How would you react? [Check all that apply]

1 point

- Look pleased
- Look concerned
- Give my full attention while they're talking to me
- Be complacent about the incident

Yes, the answer is correct.

Score: 1

Feedback:

W2L5 - What is Listening?

Accepted Answers:

Look concerned

Give my full attention while they're talking to me

- 2) You've unintentionally offended one of your colleagues at the workplace. He/She is really upset with you and it's causing tension in the team. Which method of communication is best suited and normally 1 point employed in such a context? [Check all that apply]

- Corporate communication
- Vertical communication
- Horizontal communication
- Intrapersonal communication

No, the answer is incorrect.

Score: 0

Feedback:

Workplace conflicts include harassment, unfair treatment, personality differences, poor communication (including misunderstood remarks and comments taken out of context) etc. Horizontal communication, also called lateral communication, is employed for sharing information between employees within the same hierarchical level of an organization. Horizontal communication helps to reduce possible misunderstanding and conflict through meetings, discussions, face-to-face conversations etc. Vertical communication is used at different levels of its hierarchy, it can be time-consuming and it is required to ratify decisions made during horizontal communication.

Accepted Answers:

Horizontal communication

- 3) Consider the following pairs:

1 point

1. Inner communication: Unexpressed emotions, imagination
2. Non-verbal communication: Spoken word
3. Horizontal communication: Peers in the same team or across teams
4. Personal communication: Documents, Agreements, Reports, Emails, Messages

Which of the pairs given above is/are correctly matched?

- 1 and 3 only
- 1 and 4 only
- 2, 3 and 4 only
- 1, 2, 3 and 4

Yes, the answer is correct.

Score: 1

Feedback:

W2L1 - Types of Communication

Accepted Answers:

1 and 3 only

- 4) Consider that there is a situation where you have conveyed your strategic plan to your team but internal chatter is going on. What would you do? [Check all that apply]

1 point

- Discuss with the team members
- Assume my strategy is wrong and back off
- Google better strategy
- Discuss with close friends and depending on the inputs alter the plan

No, the answer is incorrect.

Score: 0

Feedback:

W2L2.1 - Psychological Barriers to Communication

Accepted Answers:

Discuss with the team members

- 5) Communication misunderstandings can happen due to: [Check all that apply]

1 point

- Missing the details in the statement while communicating
- Not listening to or reading and understanding the statement completely
- Verbiage
- None of the above

Yes, the answer is correct.

Score: 1

Accepted Answers:

Missing the details in the statement while communicating

Not listening to or reading and understanding the statement completely

Verbiage

- 6) Which of the following can help us in improving our listening skills and can benefit us in academic, professional, and personal contexts?

1 point

1. Makes eye contact; focus on the person speaking; don't answer your phone or look at your email.
2. Eavesdropping to find out confidential information.
3. Self-absorbed listening; shift the focus back to yourself.
4. Removing the filters such as prejudice and cultural bias.

Select the correct answer using the code given below:

- 1, 2 and 3 only
- 1 and 4 only
- 1, 3 and 4 only
- 1, 2, 3 and 4

Yes, the answer is correct.

Score: 1

Feedback:

W2L1 - Types of Communication

Accepted Answers:

True

- 7) State whether the following statement is true or false.

1 point

Communication is a mere transfer of information and does not take into account other factors such as emotion and other signals.

- True
- False

Yes, the answer is correct.

Score: 1

Feedback:

W2L2 - Barriers to Communication

Accepted Answers:

False

- 8) State whether the following statement is true or false.

1 point

Noise refers to elements which interfere with the process of transmitting and receiving messages.

- True
- False

Yes, the answer is correct.

Score: 1

Feedback:

W2L4 - 10 C's of Communication

Accepted Answers:

True

- 9) Which of the following is a good idea, to begin with, when you are the eighth speaker at a conference?

1 point

- Display statistics and graph
- Thank the organizers for inviting you
- Set the context and state your objective
- Say something to capture their attention; like an interesting anecdote

Yes, the answer is correct.

Score: 1

Feedback:

W2L4 - 10 C's of Communication

Accepted Answers:

True

- 10) What according to Nick Morgan are the attributes of an authentic speech? [Check all that apply]

1 point

- The intent to be open with your audience
- The intent to be passionate about your topic
- The intent to rehearse your body language
- The intent to discover the audience's emotional state

Yes, the answer is correct.

Score: 1

Feedback:

W2L6 - How to Become an Authentic Speaker

Accepted Answers:

True

- 11) Project Checklist (Use this checklist to ensure you are prepared for your project. It is designed to help you stay on track, and it does not carry any marks):

0 points

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- Familiar with Course Grading Pattern: Understand the grading pattern for the course and how the project will be evaluated.
- Reviewed Project Evaluation Rubrics: Familiarize yourself with the rubrics that will be used to assess your project.
- Collaborate with Team Members: Reach out to your team members to introduce yourself, establish communication channels, and discuss roles and responsibilities for the project.
- Create a Project Plan: Work with your team to develop a detailed project plan that includes timelines, tasks, and milestones deliverables.
- Identify Available Resources: Determine the primary and secondary resources (see guidelines), tools, and materials that will be required for the project and ensure that they are accessible to all team members.
- Conduct Research and Gather Information: Begin gathering relevant information and conducting research on the project topic to deepen your understanding.
- Regularly Update Team Lead: Keep your team lead informed about the progress of the project, any challenges encountered, and seek their guidance and feedback along the way.
- Draft Project Proposal: GPT submission deadline is 21 June 2023

Partially Correct.

Score: 0

Accepted Answers:

Assigned to a Team: Check this to confirm that you have been assigned to a team for the project.

Familiar with Team Lead: Make sure you know who your team lead is and how to contact them.

Understand Project Topic and Description: Ensure that you have a clear understanding of the project topic and its description.

Reviewed Project Submission Guidelines: Take the time to review the document outlining the guidelines for submitting your project.

Familiar with Course Grading Pattern: Understand the grading pattern for the course and how the project will be evaluated.

Reviewed Project Evaluation Rubrics: Familiarize yourself with the rubrics that will be used to assess your project.

Collaborate with Team Members: Reach out to your team members to introduce yourself, establish communication channels, and discuss roles and responsibilities for the project.

Identify Available Resources: Determine the primary and secondary resources (see guidelines), tools, and materials that will be required for the project and ensure that they are accessible to all team members.

Conduct Research and Gather Information: Begin gathering relevant information and conducting research on the project topic to deepen your understanding.

Regularly Update Team Lead: Keep your team lead informed about the progress of the project, any challenges encountered, and seek their guidance and feedback along the way.

Draft Project Proposal: GPT submission deadline is 21 June 2023

The due date for submitting this assignment has passed.

Due on 2023-11-05, 23:59 IST.

You may submit any number of times before the due date. The final submission will be considered for grading.

You have last submitted on: 2023-11-05, 19:58 IST

1) With reference to culture, consider the following statements:

1 point

1. Culture is shared with other members of our group, and we are able to act in socially appropriate ways as well as predict how others will act.
2. Culture is integrated, or the various parts of a culture are interconnected.
3. Culture is not organised in terms of a system of assumptions, values, and beliefs but is based on what is accepted widely.
4. Culture is transmitted between generations through learning and helps shape behaviour and beliefs.

Which of the above statement(s) is/are correct?

- 1 and 2 only
- 1 and 3 only
- 1, 2 and 4 only
- 3 and 4 only

Yes, the answer is correct.

Score: 1

Accepted Answers:

1, 2 and 4 only

2) When we come in contact with people of different cultures, we sometimes experience psychological discomfort known as

1 point

- Culture trauma
- Culture phobia
- Culture shock
- Culture breakdown

Yes, the answer is correct.

Score: 1

Accepted Answers:

Culture shock

3) Which of the following terms refers to the belief that the techniques used in one's own country are best no matter where or under what conditions they are applied?

1 point

- Geocentrism
- Nationalism
- Parochialism
- Ethnocentrism

Yes, the answer is correct.

Score: 1

Accepted Answers:

Ethnocentrism

4) Which of the following terms refers to assuming that every member of a society or subculture has the same characteristics or traits, without regard to individual differences?

1 point

- Diversifying
- Posturing
- Stereotyping
- Subsidizing

Yes, the answer is correct.

Score: 1

Accepted Answers:

Stereotyping

5) In which stage of cultural competence do individuals begin to experience culture shock and may feel disoriented, frustrated, and anxious as they try to adjust to new norms and ways of doing things? 1 point

- Elation
- Understanding
- Acceptance
- Transition

Yes, the answer is correct.

Score: 1

Accepted Answers:

Transition

6) Which of the following occurs when two or more cultures attempt to form an organization based on combined strengths, concepts, skills, and all parts of the organization involved?

1 point

- Cultural Accommodation
- Cultural Synergy
- Cultural Compromise
- Cultural Acceptance

Yes, the answer is correct.

Score: 1

Accepted Answers:

A very easygoing culture is characterized by a lack of predictability and control, while a very strict work discipline culture is cost-conscious and serious.

9) What are the consequences of parochialism?

1 point

- It leads to a lack of innovation and progress
- It promotes a narrow-minded and intolerant attitude towards others
- It fosters a sense of inclusivity and openness towards diversity
- It encourages cross-cultural communication and collaboration

Yes, the answer is correct.

Score: 1

Accepted Answers:

It promotes a narrow-minded and intolerant attitude towards others

10) Access the given link to read the post on discourse and answer the following question:

1 point

Link: <https://discourse.onlinedegree.iitm.ac.in/t/week-6-insights-and-perspectives-on-dimensions-of-culture/79376>

Which country among China, India, Japan, and Turkey has a score of 77 on the power distance dimension according to the results displayed on the Hofstede Insights website, and what is the reason behind it?

- India; Power is centralized and managers rely on their bosses and on rules. Communication is indirect and the information flow is selective.
- India; Employees expect to be directed clearly as to their functions and what is expected of them. Communication is top-down and directive in its style and often feedback which is negative is never offered up the ladder.
- Japan; It has always been a meritocratic society. There is a strong notion in the Japanese education system that everybody is born equal.
- China; The subordinate-superior relationship tends to be polarized and there is no defense against power abuse by superiors.

Yes, the answer is correct.

Score: 1

Accepted Answers:

India; Employees expect to be directed clearly as to their functions and what is expected of them. Communication is top-down and directive in its style and often feedback which is negative is never offered up the ladder.

The due date for submitting this assignment has passed.

Due on 2023-11-14, 23:59 IST.

You may submit any number of times before the due date. The final submission will be considered for grading.

You have last submitted on: 2023-11-12, 19:30 IST

1) Which of the following statements is true about the Compound Annual Growth Rate (CAGR)? 1 point

- CAGR is the average annual growth rate of an investment over a period of time
- CAGR is the total growth rate of an investment over a period of time
- CAGR is the growth rate of an investment at any given point in time
- CAGR is the rate at which an investment doubles in value

Yes, the answer is correct.

Score: 1

Accepted Answers:

CAGR is the average annual growth rate of an investment over a period of time

2) Which of the following statements is true about cash flows? 1 point

- Cash flow refers to the inflow and outflow of cash and cash equivalents in a business.
- Cash flow refers to the movement of goods and services in a business.
- Cash flow refers to the net profit of a business after deducting all expenses.
- Cash flow refers to the amount of money a business owes to its creditors.

Yes, the answer is correct.

Score: 1

Accepted Answers:

Cash flow refers to the inflow and outflow of cash and cash equivalents in a business.

3) Which of the following statements accurately describes a liability in personal finance? 1 point

- A liability is a debt that generates income.
- A liability is an expense that reduces income.
- A liability is an obligation to pay a debt or fulfill a financial obligation.
- A liability is a financial gain that increases net worth.

Yes, the answer is correct.

Score: 1

Accepted Answers:

A liability is an obligation to pay a debt or fulfill a financial obligation.

4) Which of the following professionals manages a portfolio of equity capital, taking calculated risks to achieve high returns on investments? 1 point

- Venture capitalist
- Entrepreneur
- Businessman
- Buyer

Yes, the answer is correct.

Score: 1

Accepted Answers:

Venture capitalist

5) Which of the following statements accurately describes delayed gratification in the context of finance? 1 point

- Delayed gratification refers to the tendency to prefer immediate rewards over larger, delayed rewards.
- Delayed gratification refers to the ability to resist the temptation of immediate rewards in order to achieve a larger, delayed reward.
- Delayed gratification refers to the tendency to underestimate the value of immediate rewards compared to larger, delayed rewards.
- Delayed gratification refers to the tendency to avoid all forms of gratification in order to maximize long-term financial gains.

Yes, the answer is correct.

Score: 1

Feedback:

In terms of fiscal and economic sense, delayed gratification is an important concept, as it can help individuals make better financial decisions by choosing to forego immediate gratification in favour of long-term financial goals. This can involve saving money instead of spending it on immediate wants, or investing money in a retirement account instead of using it for short-term enjoyment. This principle is closely related to the concept of self-control and has been linked to greater financial success and well-being.

Accepted Answers:

Delayed gratification refers to the ability to resist the temptation of immediate rewards in order to achieve a larger, delayed reward.

6) Access the given link to read the post on discourse and answer the following question: 1 point

Link: <https://discourse.onlinedegree.iitm.ac.in/t/week-7-npv-xirr-ebitda-cpi/80903>

Which of the following statements accurately describes EBITDA?

- EBITDA stands for earnings before interest, taxes, depreciation, and amortization.
- EBITDA is a measure of a company's profitability that includes all expenses and revenues.
- EBITDA is a measure of a company's liquidity and ability to pay its debts.
- EBITDA stands for expenses before interest, taxes, depreciation, and amortization.

Yes, the answer is correct.

Score: 1

Feedback:

EBITDA is a financial metric used to evaluate a company's financial performance and profitability. By excluding certain expenses such as interest, taxes, depreciation, and amortization, EBITDA provides a clearer picture of a company's operating performance. EBITDA is often used by investors and analysts to compare the financial performance of different companies or to evaluate changes in a company's financial performance over time. However, it is important to note that EBITDA does not take into account all of the expenses that a company incurs, and therefore should not be the only metric used to evaluate a company's financial health.

Accepted Answers:

EBITDA stands for earnings before interest, taxes, depreciation, and amortization.

7) Which of the following statements accurately describes capital gains? Capital gains are profits earned by a company from the sale of its products or services. 1 point

- Capital gains are profits earned by a company from the sale of its products or services.
- Capital gains are profits earned by an investor from the sale of an asset, such as stocks or real estate.
- Capital gains are taxes paid on the profits earned by a company from the sale of its products or services.
- Capital gains are taxes paid on the profits earned by an investor from the sale of an asset, such as stocks or real estate.

Yes, the answer is correct.

Score: 1

Feedback:

Capital gains occur when an investor sells an asset for a higher price than the purchase price, resulting in a profit. Capital gains can be short-term or long-term, depending on the length of time that the asset was held before it was sold. Note: Option D is partially correct, but does not fully describe capital gains as it only refers to the taxes paid on the profits earned by an investor, and not the profits themselves.

Accepted Answers:

Capital gains are profits earned by an investor from the sale of an asset, such as stocks or real estate.

8) Which of the following types of inflation occurs when there is too much money chasing too few goods? 1 point

- Stagflation
- Cost-push inflation
- Demand-pull inflation
- None of the above

Yes, the answer is correct.

Score: 1

Feedback:

Feedback: Visit <https://www.investopedia.com/terms/d/demandpullinflation.asp>

Accepted Answers:

Demand-pull inflation

9) Which of the following accurately measures inflation? 1 point

- Consumer Price Index (CPI)
- Gross Domestic Product (GDP)
- Purchasing Power Parity (PPP)
- Producer Price Index (PPI)

Yes, the answer is correct.

Score: 1

Feedback:

Inflation is measured by the Consumer Price Index (CPI), which is a measure of the average change in the prices of a basket of goods and services consumed by households over time. It is calculated by tracking the price changes of a specific set of goods and services over time and comparing them to a base period. The percentage change in the CPI over a given period indicates the rate of inflation for that period.

Accepted Answers:

Consumer Price Index (CPI)

10) Which of the following best describes "diversification" in finance? 1 point

- A strategy of buying and selling throughout the trading day to maximize your gains.
- A strategy of spreading your money around with lots of different types of investments.
- A strategy for minimizing the taxes you pay on your investments.
- It is the degree of differences in identifying features among the members of a financial group.

Yes, the answer is correct.

Score: 1

Accepted Answers:

A strategy of spreading your money around with lots of different types of investments.

The due date for submitting this assignment has passed.

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You may submit any number of times before the due date. The final submission will be considered for grading.

You have last submitted on: 2023-11-20, 11:44 IST

1) Consider the following statements regarding Creativity:

1 point

1. It is imagination put into action towards an end.
2. It involves not only the generation of ideas, but also the evaluation of them, and deciding which one is adequate.
3. All the solution generated during the process need not necessarily be implemented to solve the problem.

Which of the above statement(s) is/are correct?

- 1 only
- 1 and 2 only
- 1 and 3 only
- 1, 2 and 3

Yes, the answer is correct.

Score: 1

Accepted Answers:

1, 2 and 3

2) Which of the following are examples of creativity? [Check all that apply]

1 point

- A law firm slowly moving toward innovative thinking with 'Legal Automation'
- An artist creating a painting inspired by nature
- A social media manager relying on Twitter trends to develop marketing strategies
- Tesla's self-driving cars

Yes, the answer is correct.

Score: 1

Feedback:

a. A law firm slowly moving toward innovative thinking with 'Legal Automation' - This is an example of creativity, as the law firm is using innovation and technology to improve their legal services. b. An artist creating a painting inspired by nature - This is an example of creativity, as the artist is using their imagination and creativity to create a unique piece of artwork that is inspired by the beauty of nature. c. A social media manager relying on Twitter trends to develop marketing strategies - This is an example of creativity, as the social media manager is using current trends to come up with new and innovative marketing strategies. d. Tesla's self-driving cars - This is an example of creativity, as Tesla is using technology to develop a new and innovative way of transportation.

Accepted Answers:

A law firm slowly moving toward innovative thinking with 'Legal Automation'

An artist creating a painting inspired by nature

A social media manager relying on Twitter trends to develop marketing strategies

Tesla's self-driving cars

3) Which of the following statements is true about empathy and creativity?

1 point

- Empathy and creativity are not related to each other.
- Empathy can hinder creativity.
- Empathy can enhance creativity.
- Creativity can hinder empathy.

Yes, the answer is correct.

Score: 1

Feedback:

W8L2.1\_The\_Creativity\_Journey\_Part\_2

Accepted Answers:

Empathy can enhance creativity.

4) Which of the following constitutes the Creativity Canvas? [Check all that apply]

1 point

- Questioning
- Solution
- Motivation
- Sympathy

Partially Correct.

Score: 0.66

Accepted Answers:

Questioning

Solution

Motivation

5) According to this course, what does 'deprivation sensitivity' refer to?

1 point

- Discover new information to expand their knowledge
- Recognition of a gap in knowledge and sense to seek answers to reduce the gap
- Prevention in the realisation of one's own potential
- Devotion to some task outside themselves

Yes, the answer is correct.

Score: 1

Feedback:

W8L4\_Tools\_for\_Creativity

Accepted Answers:

Biomimicry

6) Which of the following is a key principle of design thinking?

1 point

- Following a rigid process to achieve a predefined outcome
- Starting with a well-defined problem statement
- Focusing on finding the single best solution
- Emphasizing empathy and understanding the user's needs

Yes, the answer is correct.

Score: 1

Feedback:

W8L4\_Tools\_for\_Creativity

Accepted Answers:

Emphasizing empathy and understanding the user's needs

7) The Eastgate Centre in Harare, Zimbabwe, is a shining example of creativity. Which of the following procedure was employed in the project?

1 point

- Design Thinking
- Biomimicry
- Six Thinking Hats
- Systems Thinking

Yes, the answer is correct.

Score: 1

Feedback:

W8L4\_Tools\_for\_Creativity

Accepted Answers:

Biomimicry

8) According to Maslow's Hierarchy of Needs, what is meant by bodily needs?

1 point

- Love, Property, Friendship and Security
- The desire to learn something important
- Encouraging words from teachers
- Food, clean air and water, a warm place to sleep

Yes, the answer is correct.

Score: 1

Feedback:

W8L1\_What\_is\_Creativity

Accepted Answers:

Food, clean air and water, a warm place to sleep

9) Which of the following is a tool for seeking information for creativity? [Check all that apply]

1 point

- Observation
- Secondary research
- Procrastination
- Listening

Partially Correct.

Score: 0.66

Feedback:

W8L4\_Tools\_for\_Creativity

Accepted Answers:

Observation

Secondary research

Listening

10) Which of the following statements is true about anchoring and creativity?

1 point

- Anchoring has no impact on creativity.
- Anchoring can hinder creativity.
- Anchoring can enhance creativity.
- Creativity can reduce the effects of anchoring.

Yes, the answer is correct.

Score: 1

Feedback:

W8L1\_What\_is\_Creativity

Accepted Answers:

Anchoring can hinder creativity.



### **Nurturing Innovation: Telenor's Path to a Growth Mindset Culture**

In the dynamic landscape of telecommunications, Telenor, a Norwegian multinational company, embarked on a transformative journey to become a digital frontrunner. Recognizing the need to navigate the challenges of a competitive and rapidly changing industry, Telenor's Leadership Development team introduced a growth mindset culture as a catalyst for innovation and adaptability.

#### **Why a Growth Mindset?**

The decision to foster a growth mindset at Telenor was driven by the imperative to stay successful amid technological disruptions. Telenor aimed to instill a mindset that encourages self-awareness, continuous learning, and the courage to challenge the status quo. Under the leadership of Sigve Brekke, the President and CEO, the company sought to make growth mindset synonymous with perseverance, curiosity, and continuous improvement.

#### **Strategies for Building Everyday Growth Mindset Habits**

Telenor's strategy for instilling a growth mindset involved a comprehensive approach that touched various aspects of the organization. The Leadership Development team initiated a program beginning with senior managers, emphasizing the importance of embracing change and fostering curiosity. Positive feedback from initial workshops paved the way for a company-wide rollout, reaching all 22,000 employees.



## BSGN3001: Strategies for Professional Growth (Sep 2023 Term)

## Graded Assignment 9

The company integrated growth mindset principles into performance management processes, introducing language that promotes innovation and continuous improvement. Leadership at Telenor actively participated in this cultural shift, with the CEO and CHRO incorporating growth mindset terminology into monthly town hall meetings. Office workers embraced growth mindset-related terms in their daily interactions, demonstrating a commitment to embedding these behaviours into the fabric of the organization.

In addition to linguistic changes, Telenor implemented structural adjustments. The company leveraged its learning platform to offer employees growth mindset learning badges, providing access to further learning modules as a reward for self-study. The incorporation of such incentives demonstrated Telenor's commitment to creating a learning culture.

### **Impact on the Workforce**

Telenor's growth mindset initiatives have had a profound impact on its workforce. Monthly dialogues between managers and employees became more meaningful, with growth-mindset-related language becoming a regular part of these conversations. The term "working red" emerged as a symbol of the company's commitment to embracing failure as a part of the learning process, fostering rapid prototyping and a focus on continuous learning.

Innovation efforts at Telenor were reshaped, emphasizing the importance of failing fast and learning from mistakes. The workforce embraced a new mindset that prioritizes learning overachieving end results, marking a significant shift in the company's approach to problem-solving and creativity.



## Graded Assignment 9

**Key Takeaways and Reflections**

Telenor's journey toward a growth mindset culture provides valuable insights for other organizations aiming to foster innovation and adaptability. The commitment of leadership, integration into daily language and practices, and the use of rewards for learning all contribute to the successful establishment of a growth mindset.

For individuals aspiring to join organizations like Telenor, Microsoft, Cigna, or Bristol-Myers Squibb, the key takeaway is the importance of embracing change, maintaining curiosity, and viewing challenges as opportunities for growth. Reflecting on personal attitudes toward failure and learning, and actively seeking ways to challenge oneself, can contribute to building a growth mindset that aligns with the culture of innovative companies like Telenor.

In conclusion, Telenor's story is a testament to the transformative power of a growth mindset in fostering innovation and adaptability. By weaving this mindset into the fabric of the organization, Telenor has not only positioned itself as a digital frontrunner but has also created a workplace culture that thrives on continuous learning and resilience in the face of change.