Achraf Bechar

Week 3 :

***Quiz 4 :***

**Question #0**

The purpose of using the 5 Ws (+H) approach is to:

* Better understand, define, and articulate a problem

**Question #1**

What is the purpose of a problem statement?

* To define a problem more concretely and succinctly.

**Question #2**

When trying to solve a problem, the most important step is to…

* Define the problem

**Question #3**

When stating a problem, it is advisable to find solutions that address the \_\_\_\_\_ and not the \_\_\_\_\_.

* root cause, symptom

**Question #4**

What happens if a symptom of a problem is mislabeled as the root cause?

* The problem will be misdiagnosed and not solved properly

***Quiz 5 :***

**Question #0**

Which of the following is NOT a key element of an effective problem statement?

* Symptom

**Question #1**

The **impact** of the problem is:

* a more concise why

**Question #2**

Which of the following is a good first sentence for a problem statement?

* Our website is loading slowly, causing high bounce rates and low engagement. We need to identify and fix the underlying cause of this issue to improve user experience and increase user retention.

**Question #3**

What are the key elements of an effective problem statement?

* Problem description, population, impact, gap, and importance

**Question #4**

The specific **population** affected by a problem is:

* a more concise who and where

***Quiz 6 :***

**Question #0**

What is the purpose of acceptance criteria?

* To ensure that the user story is implemented correctly.

**Question #1**

Which of the following is true about user stories?

* They capture the user’s needs and desired outcomes.

**Question #2**

Which of the following describes a user story?

* A brief, high-level description of a desired feature from the user’s perspective.

***Quiz 7 :***

**Question #0**

You are an intern for a fast-growing financial technology start-up based out of Nairobi, Kenya. Your boss, the VP of Growth, asks you to do a deep dive into one of the companies products – a microloan product for first-time entrepreneurs. She wants to understand why the product is not performing as well as they expected, and what interventions they can put in place to improve its usage and reach. You know that this problem is incredibly multi-faceted and complex, so you’re excited to dive in.

Which problem solving approach would be best to use in this case?

* McKinsey Problem Solving Framework

**Question #1**

What is the importance of having a “warm heart” in decision-making?

* It helps us to show kindness, empathy, and compassion towards others

**Question #2**

Which element of the Cool Head Warm Heart Framework involves generating innovative solutions and thinking outside the box?

* Creative Alternatives

**Question #3**

What is the importance of having a “cool head” in decision-making?

* It helps us to make decisions based on reason and evidence rather than emotion

**Question #4**

A software company is experiencing a decline in sales of a particular product and wants to identify the root cause of the problem.

* McKinsey Problem Solving Framework

**Question #5**

In what contexts is the Cool Head, Warm Heart Framework commonly used?

* Interpersonal and social contexts, such as leadership, communication, and conflict resolution

**Question #6**

A software development company is considering implementing a new AI-powered algorithm that could automate certain tasks, but there are concerns about the potential impact on the company’s employees and customers.

* Cool Head, Warm Heart

**Question #7**

You’re acting as the Executive Director of a community organization that manages the cleanliness and safety of your neighborhood. Recently, there have been a string of house robberies in the community and residents are anxious / scared. Your fellow directors share that many constituents have been asking for a security guard to roam the premises in the evening, but you know that this will be difficult on your budget and will sacrifice funding for other initiatives.

Which problem solving approach would be best to use in this case?

* Cool Head, Warm Heart

**Question #8**

Which element of the Cool Head, Warm Heart Framework involves considering multiple perspectives and seeking input from others?

* Helpful Frame

**Question #9**

A company is deciding whether to relocate its headquarters to a new city. The decision will have a significant impact on the company’s employees, customers, and stakeholders, as well as on the community in the current and potential new locations. The company wants to maintain trust and goodwill with its stakeholders and enhance its reputation as a responsible and ethical corporate citizen.

* Cool Head, Warm Heart

***Quiz 8 :***

**Question #0**

This type of question challenges preconceived notions and seeks to elicit an emotional reaction out of the responder.

Provocative

**Question #1**

This type of question allows people to explore different avenues and create many different variations and alternative answers or scenarios.

* Divergent

**Question #2**

Why is a hypothesis important in research?

* It helps to organize and focus research questions

**Question #3**

A hypothesis is a/an \_\_\_\_\_\_.

* tentative prediction

**Question #4**

What type of answer is usually expected from an evaluative question?

* Sophisticated levels of cognitive and/or emotional judgment

**Question #5**

Let’s practice questioning now. In this [**worksheet**](https://docs.google.com/spreadsheets/d/1tBAP0FK0weW5T3fvvs9G93J8WiteGzPiX0Y-XFNvp04/copy), you will find 5 scenarios. Please make a personal copy of the sheet.

Your task is to write down as many questions as you can about each scenario on the sheet, and identify what type of question each one is.

If you feel that your question does not fit any of the 4 categories (Convergent, Divergent, Evaluative, Provocative), mark it as “other” and tell us more about why you think it doesn’t fit.

**Focus on asking as many questions as possible - at least 10 per scenario.**

* Yes

***Quiz 9 :***

**Question #0**

Which part of the CRAP model has to do with ensuring that the source you are looking at is up-to-date?

* C - Currency

**Question #1**

When might you NOT need to go through an incredibly rigorous research process?

* When discussing with internal experts

**Question #2**

What can you do on Google search to make sure you receive results with exactly the words you want to find?

* Put quotation marks around the words

**Question #3**

What is the most important aspect of the research process?

* To ensure that the research is progressing us further in what we want to accomplish

**Question #4**

What does a properly written research question include?

* The applicable variable(s) and the population

**Question #5**

Which of the following statements is true regarding research skills for tech innovators?

* Research skills are important for tech innovators to gather information about a problem and design viable solutions for their clients or users

**Question #6**

Which of the following is NOT a reason for us to understand who authored a specific resourced?

* To check if the organization has money to fund our research

**Question #7**

What is the first step in planning your research process?

* Define your objectives, questions and hypotheses

**Question #8**

Your teammate has been asked to do a “refresh” of a slide deck you made a year ago to update it with additional information from the last year. You know that the task will be easy for your teammate because…

* You have kept a list of all of the sources you used, so he can just visit the same sites

**Question #9**

What do you type into Google Search if you want to find all articles related to Kenya’s independence written after 2000?

* AFTER:2020 Kenya independence

**Question #10**

Which step of the research process involves determining what type of data / information would be most valuable for you to find?

* Determine your end outputs.

**Question #11**

What does the “R” stand for in the CRAP model for evaluating sources?

* Relevance and Reliability

**Question #12**

What type of research question aims to examine the difference between two or more groups in relation to one or more variables?

* Comparative

**Question #13**

You are presenting a data-heavy slide deck to the executive team of your company. The CFO points out a series of numbers that he feels are not accurate. You can respond because…

* You have added the sources on the slide and can easily pull up the report to reference the right set of numbers

***Quiz 10 :***

**Question #0**

Things that can be done to use AI tools ethically in web research include

* Get informed consent from users.

**Question #1**

What is the role of AI assistants like ChatGPT, Gemini, and Microsoft Copilot in research?

* They provide summaries of articles and papers.

**Question #2**

Ethical considerations that need to be taken into account when using AI tools for web research include\_\_\_\_

* Privacy: AI tools can collect and store a large amount of data about users, which raises privacy concerns.

**Question #3**

What is one thing to be cautious of when using language models like Bard or ChatGPT for research?

* Their limited access to up-to-date information

***Quiz 11 :***

**Question #0**

What is the maximum storage capacity for a free Google Drive account?

* 15 GB

**Question #1**

Which of the following actions can be performed with Google Docs?

* Collaboratively editing documents in real-time

**Question #2**

Which of the following functions can be performed with Google Docs Add-ons?

* Translating text

**Question #3**

Which of the following is a feature of Google Drive?

* Creating and editing documents

**Question #4**

What is the purpose of Google Drive’s “Share” feature?

* To collaborate with others by granting them access to files

***Quiz 12 :***

**Question #0**

What function can be used in Google Sheets to find the average of a range of numbers?

* AVERAGE()

**Question #1**

In Google Sheets, what does the function “VLOOKUP” do?

* Searches for a value in the first column of a table and returns a value in the same row from a specified column

**Question #2**

In Google Slides, what feature allows presenters to rehearse timings for each slide and customize the duration of slide transitions?

* Rehearse timings

**Question #3**

Which of the following is a feature of Google Sheets?

* Creating and editing spreadsheets

**Question #4**

Which of the following features can be used in Google Slides to animate objects?

* Slide transitions

***Quiz 13 :***

**Question #0**

Qualities of a good follower include all of the following EXCEPT:

* argumentative

**Question #1**

Servant leadership is about  \_\_\_\_\_\_ rather than power and control.

* Influence

**Question #2**

“How Important Are Leaders?”

* both very important and not important at all

**Question #3**

What can you do to increase your chances of success as a leader?

* be humble and focus on other people

**Question #4**

Which of the following is NOT one of the 9 key attributes of servant leaders?

* public speaking

**Question #5**

Servant leadership is focused on listening as opposed to  \_\_\_\_\_\_ .

* giving orders

**Question #6**

McKinsey & Co describe **leadership** as:

“a set of \_\_\_\_ used to help people align their collective \_***, to \_*** strategic plans, and to continually renew an \_\_\_\_\_.”

* behaviors, direction, execute, organization

**Question #7**

The best leaders take pride in being \_\_\_\_\_\_.

* a human shield

**Question #8**

Which of the following is NOT one of the 5 follower styles?

* ineffective follower

**Question #9**

“At the end of the day” what is the role of the leader?

* to make sure we’re reaching outcomes

**Question #10**

Which is NOT one of the top 3 emergent leadership requirements (according to the Economist Intelligence Unit)?

* Ability to hold people’s attention

**Question #11**

What trait does NOT make a good leader?

* Impulsivity

**Question #12**

Servant leadership is focused on  \_\_\_\_\_\_ rather than short-term profits.

* long-term benefits

**Question #13**

What are the 2 dimensions that indicate follower style?

* active vs. passive & critical thinker vs. uncritical thinker vs.