

that was resourceful? How did it turn out?

Situation

Action

Result

1.4.7 Analysis / Problem Assessment (Defining)

Relating and comparing data from different sources, identifying issues, securing relevant information and identifying relationships.

1. What steps do you follow to study a problem before making a decision?

Situation

Action

Result

2. We can sometimes identify a small problem and fix it before it becomes a major problem. Give an example (s) of how you have done this.

Situation

Action

Result

3. In a supervisory or group leader role, have you ever had to discipline or counsel an employee or group member? What was the nature of the discipline? What steps did you take? How did that make you feel?

Situation

Action

Result

4. Recall a time from your work experience when your manager or supervisor was unavailable and a problem arose. What was the nature of the problem? How did you handle that situation? How did that make you feel?

Situation

Action

Result

5. Describe a situation in which you had to collect information by asking many questions of several people.

Situation

Action

Result

6. Have you recognized a problem before your boss or others in your department/team?

Situation

Action

Result

7. Describe the most difficult trouble-shooting challenge you faced?

Situation

Action

Result

8. What is the hardest thing you have ever done?

Situation

Action

Result

1.4.8 Judgment / Problem Solving

Using past experience, knowledge, and sometime intuition to quickly and clearly identify the crux of the issue or situation at hand. Identify a "game plan" or process by which to develop best solution(s).

1. What kinds of decisions do you tend to make rapidly, and which ones do you take more time to determine?

Cite examples.