

# **Problem Solving Interview Questions And Answers Guide.**



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## Problem Solving Job Interview Preparation Guide.

### Question # 1

Define problem?

#### Answer:-

The concise defines a problem as:

- \* A doubtful or difficult matter requiring a solution.
- \* Something hard to understand or accomplish or deal with.

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### Question # 2

List the common features of all problems?

#### Answer:-

All problems have two features in common:

- \* Goals
- \* Barriers

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### Question # 3

What you mean to by goals in problems?

#### Answer:-

Problems involve setting out to achieve some objective or desired state of affairs and can include avoiding a situation or event.

Goals can be anything that you wish to achieve, where you want to be. If you are hungry then your goal is probably to eat something, if you are a head of an organisation then your main goal may be to maximize profits. In the example of the CEO the main goal may need to be split into numerous sub-goals in order to fulfill the ultimate goal of increasing profits.

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### Question # 4

What do you mean by barriers in all problems?

#### Answer:-

If there were no barriers in the way of achieving a goal, then there would be no problem. Problem solving involves overcoming the barriers or obstacles that prevent the immediate achievement of goals.

Following our examples above, if you feel hungry then your goal is to eat. A barrier to this may be that you have no food available, you take a trip to the supermarket and buy some food, removing the barrier and thus solving the problem. Of course for the CEO wanting to increase profits there may be many more barriers preventing the goal from being reached. The CEO needs to attempt to recognize these barriers and remove them or find other ways to achieve the goals of the organisation.

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### Question # 5

What is a problem solving?

#### Answer:-

Problem solving consists of using generic methods, in an orderly manner, for finding solutions to problems. Some of the problem-solving techniques developed and used in artificial intelligence, computer science, engineering, mathematics, medicine, etc are related to mental problem-solving techniques studied in psychology.

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### Question # 6

How does problem solving skills help you?

#### Answer:-

Having good strong problem solving skills can make a huge difference to your career. Problems are at the center of what many people do at work every day. Whether



you are solving a problem for a client (internal or external), supporting those who are solving problems or discovering new problems to solve, the problems you face can be large or small, simple or complex and easy or difficult.

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### **Question # 7**

Which is important in defining the problems?

**Answer:-**

At this stage, it is also important to ensure that you look at the issue from a variety of perspectives. If you commit yourself too early, you can end up with a problem statement that is really a solution instead.

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### **Question # 8**

Give an example of defining the problem?

**Answer:-**

Example:

Consider this problem statement:

We have to find a way of disciplining of people who do substandard work. This does not allow you the opportunity of discovering the real reasons for under-performance.

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### **Question # 9**

What are stages of problem solving?

**Answer:-**

Effective problem solving usually involves working through a number of stages, such as those outlined below:

- \* Problem identification
- \* Structuring the problem
- \* Looking for possible solutions
- \* Making a decision

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### **Question # 10**

What do you know about defining the problems?

**Answer:-**

The key to a good problem definition is ensuring that you deal with the real problem is not its symptoms. For example, if performance in your department is substandard, you might think the problem is with the individuals submitting work. However, if you look a bit deeper, the real issue might be a lack of training or an unreasonable workload.

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### **Question # 11**

Define problems complexity?

**Answer:-**

When your problem is simple, the solution is usually obvious and you do not need to follow the four steps we outlined earlier. So it follows that when you are taking this more formal approach, your problem is likely to be complex and difficult to understand because there is a web of interrelated issues.

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### **Question # 12**

What is structuring problem?

**Answer:-**

This stage involves a period of observation, careful inspection, fact-finding and developing a clear picture of the problem.

Following on from problem identification, structuring the problem is all about gaining more information about the problem and increasing understanding. This phase is all about fact finding and analysis, building a more comprehensive picture of both the goals and the barriers. This stage may not be necessary for very simple problems but is essential for problems of a more complex nature.

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### **Question # 13**

What does looking at problems in terms of goals and barriers help with?

**Answer:-**

Looking at the problem in terms of goals and barriers can offer an effective way of defining many problems and splitting bigger problems into more manageable sub-problems.

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### **Question # 14**

Describe problem solving implementation?

**Answer:-**



This stage involves accepting and carrying out the chosen course of action.

Implementation means acting on the chosen solution. During implementation more problems may arise especially if identification or structuring of the original problem was not carried out fully.

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### **Question # 15**

What is monitoring or seeking feedback in problem solving?

#### **Answer:-**

The last stage is about reviewing the outcomes of problem solving over a period of time, including seeking feedback as to the success of the outcomes of the chosen solution.

The final stage of problem solving is concerned with checking that the process was successful. This can be achieved by monitoring and gaining feedback from people affected by any changes that occurred. It is good practice to keep a record of outcomes and any additional problems that occurred.

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### **Question # 16**

Which you need to be able to do in problem solving skills?

#### **Answer:-**

You need to be able to:

- \* Problems can also be opportunities: they allow you to see things differently and to do things in a different way: perhaps to make a fresh start.
- \* Evaluate information or situations.
- \* Break them down into their key components.
- \* Consider various ways of approaching and resolving them.
- \* Decide on the most appropriate of these ways.

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### **Question # 17**

Which skills are the key to problem solving?

#### **Answer:-**

Solving these problems involves both analytical and creative skills. Which particular skills are needed will vary, depending on the problem and your role in the organisation but the following skills are key to problem solving:

- \* Analytical Ability
- \* Lateral Thinking
- \* Initiative
- \* Logical Reasoning
- \* Persistence

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### **Question # 18**

Define lateral thinking skill as a key to problem solving?

#### **Answer:-**

Lateral thinking, is the ability to think creatively or outside the box as it is sometimes referred to in business, to use your inspiration and imagination to solve problems by looking at them from unexpected perspectives. Lateral thinking involves discarding the obvious, leaving behind traditional modes of thought and throwing away preconceptions.

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### **Question # 19**

Define problem identifications?

#### **Answer:-**

This stage involves in detecting and recognizing that there is a problem, identifying the nature of the problem, defining the problem.

The first phase of problem solving may sound obvious but often requires more thought and analysis. Identifying a problem can be a difficult task in itself, is there a problem at all? What is the nature of the problem, are there in fact numerous problems? How can the problem be best defined? this should be by spending some time defining the problem you will not only understand it more clearly yourself but be able to communicate its nature to others, this leads to the second phase.

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### **Question # 20**

When you handle a project that requires systematic data acquisition and accurate analysis, what steps do you take?

#### **Answer:-**

Job seeker should be methodical about the acquisition and analysis of data and recognize their function in the development of plans.

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### **Question # 21**

What steps did you take on the last occasion that you detected the cause of a company operating error?

#### **Answer:-**

Answer should show that the job seeker has analytical and troubleshooting skills.

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**Question # 22**

Please give me a specific example of how you obtained information to solve a problem? What was the problem and how did you decide what information you required?

**Answer:-**

Candidate should have a logical method of acquiring information and have a valid problem solving model.

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**Question # 23**

What is your approach to managing important projects?

**Answer:-**

Job seeker should have the ability to anticipate and resolve issues. The candidate should be able to organize his work into manageable steps.

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**Question # 24**

When faced with a work-related problem, what steps do you take to address the issue?

**Answer:-**

Applicant should have an analytical approach to problem solving and use innovative methods.

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**Question # 25**

On the last occasion that you went out of your way to analyze the cause of a problem, how did you proceed?

**Answer:-**

Applicant should have the willingness to take whatever steps are necessary to analyze the cause of the problem. They should also have the capability to develop effective and innovative solutions.

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**Question # 26**

What steps do you take when a colleague is impeding your progress at work?

**Answer:-**

Candidate should not be confrontational, but prepared to negotiate a positive resolution.

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