

## MODULE 4: CHANGE MANAGEMENT AND CREATIVE THINKING

### QUESTIONNAIRE

- **Being competent in change management and creativity involves:**
  - Empathize with the organizations and bring them positivity in the management of their procedures.
  - Improve understanding the needs of a team.
  - **Be able to find and apply quick answers to situations, environments, people and tasks in constant change.**
  - Become aware of our limits as professionals.
  
- **The 3 basic reactions that we can find in people when they are facing the changes are:**
  - Denial, complicity and balance.
  - **Denial, acceptance and opportunity.**
  - Acceptance, opportunity and clarity.
  - Denial, acceptance and complicity.
  
- **Learning is a fundamental part of our personal and professional development. We call learning zone to:**
  - That area where we feel safe, where we think we control and that nothing escapes us. That way we are better prepared to learn.
  - That psychological area where we feel comfortable, everything is easy and we like.
  - That area where people with low performance are, so they have to study more.
  - **That area that involves an effort on our part, which bothers us, and which requires humility and openness to new things.**
  
- **Some factors that make it difficult to adapt to changes are:**
  - **Selective adaptation, economic reasons and fear of the unknown.**
  - Proactivity and self-knowledge.
  - Goal setting and positive attitude.
  - Do not fear the unknown and improvise.
  
- **How can we train to leave the comfort zone to enter the learning zone?**
  - **Setting SMART goals, doing small things differently, learning and, above all, putting us into "action" mode.**
  - Developing our creativity to be more flexible.
  - Entering and leaving our comfort zone every day to be aware of learning.
  - Understanding every mistake as failure and looking at change as adversity of fate.

- **The concept of resilience refers to:**
  - The capacity we have to guide our life.
  - **The attitude of some people that allows them to transform adversity into learning and change.**
  - A part of the personality that can not be trained or improved.
  - The factor that indicates our level of influence in what happens to us.
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- **What does it mean for a person to apply lateral thinking to solve a problem?**
  - That he does not believe that intuition is a valid source of knowledge.
  - It completely replaces the vertical thinking, to give option to more creative forms of thought.
  - **It relies on its intuition to, integrating it with its vertical thinking, find alternatives to the problems that logic and reason alone would not provide.**
  - That always seeks to look at problems on the same side, ensuring that it does not lose focus.
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- **What is the use of lateral thinking in teleworking?**
  - To solve the problems that can arise in a logical and rational way, providing a functional value.
  - **It facilitates the reinvention and constant learning, that we maintain our level of professional competence and even we can offer innovative solutions to our co-workers and / or clients.**
  - It allows us to focus on what is important, not on trying new things on a regular basis, because it is not relevant to our development.
  - The lateral thinking is only important and has utility if our work designs and creativity.
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- **What does it mean to implement the philosophy of continuous improvement in our personal and professional life?**
  - It allows us to act without having to plan and repeat the process as many times as necessary.
  - It forces us to use lateral thinking to promote change in organizations.
  - **It promotes a constant change, verifying continuously the different changes and realizing that we can only manage what has been measured during the process of implementation**
  - It involves having to solve problems as quickly as possible to improve our resilience.
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- **In a solving problem process, the 4 major phases to follow are:**
  - **Define correctly the problem we are facing, propose possible solutions, evaluate them and implement what we consider is the best.**
  - Define correctly the problem we are facing, propose possible solutions, choose the one that is best from an economic point of view, and implement it.
  - Do a market research, propose possible solutions, evaluate them and then define the problem.
  - Propose all possible solutions, define the problem, do a market research and choose the one we consider most

appropriate.