

Latest Version: 7.2

Question: 1

Design Thinking implies an emotional journey. How do participants typically feel during synthesis? Note: There are 2 correct answers to this question

- A. Excited
- B. Innovative
- C. Confused
- D. Frustrated

Answer: C, D

Question: 2

When preparing for the workshop, the coach needs to run an interview with the workshop host. What topics does the coach need to clarify? Note: There are 3 correct answers to this question

- A. Number, role, and background of participants
- B. Design Thinking techniques for synthesis
- C. U-shaped seating and table arrangement
- D. Dress code
- E. Workshop challenge

Answer: A, D, E

Question: 3

Which of the following are basic principles of field research? Note: There are 2 correct answers to this question

- A. Take people out of their context and put them in an inspiring environment.
- B. Ask a lot of "Why" questions to get valuable data
- C. Focus on the users who represent your main customer group.
- D. What people say is often not what they do, think, or feel.

Answer: A, D

Question: 4

How do you gain a deeper understanding of the problem in the research phase? Note: There are 3 correct answers to this question

- A. Conduct field research and observe users.
- B. Create a "day in the life" of the persona
- C. Run different interview formats
- D. Define an empathy map.
- E. Conduct adjacent and analogous research.

Answer: A, C, E

Question: 5

What is the goal of the Concept Map technique?

- A. To understand direct and indirect interdependencies between people and concepts
- B. To understand and illustrate daily activities in different departments
- C. To understand and capture the interconnection between different lines of business
- D. To understand overlapping areas between viability, feasibility, and desirability

Answer: A

Question: 6

What would you use to visualize a solution concept in an initial Design Thinking workshop? Note: There are 2 correct answers to this question

- A. A storyboard
- B. The construct and build technique
- C. The collage technique
- D. High-fidelity prototyping

Answer: A, B

Question: 7

Which of the following questions is an open-ended interview question?

- A. Are there any problems using the current solution?
- B. Why is the user interface confusing?
- C. Do you like the user interface?
- D. Do you think we should display the user profile on the left?

Answer: B

Question: 8

What is the aim of a brain dump exercise in the scoping phase? Note: There are 2 correct answers to this question

- A. To create a common understanding of the challenge
- B. To identify the main personas in the context of the design challenge
- C. To explore different perspectives in the team
- D. To identify and prioritize the best ideas

Answer: A, C

Question: 9

What do you typically use in the prototyping phase of an initial Design Thinking workshop? Note: There are 2 correct answers to this question

- A. Cardboard
- B. SAP Fiori
- C. Microsoft PowerPoint
- D. Lego

Answer: A, D

Question: 10

Which phases in a Design Thinking process focus on the problem space? Note: There are 2 correct answers to this question.

- A. Validation
- B. Synthesis
- C. Ideation
- D. 360° Research

Answer: B, D