

5.1: Chapter Introduction

Introductory Exercises

1. Contact two people who work in different parts of your college or university and ask them what problems they consider to be most significant in their immediate office or work area. What similarities and differences do you see between the two groups of problems?
2. Ask a family member to describe a problem he or she has solved recently. Describe the steps the person took in reaching the solution and identify the one(s) that you feel were most important in contributing to the solution. Which of the steps would you be most likely to take in a similar situation?
3. Identify two or three aspects of a course you're taking or have recently taken that you feel could be improved (e.g., grading, course policies, nature of reading materials, etc.). Describe the steps you might take with a group of fellow students to respond to those elements of the course.
4. What decision have you made in the last 2–3 years that you're proudest of? What lessons or advice do you think someone else could draw from the way you reached that decision?

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