Innovation

*Generating innovative solutions in work situations; trying different and novel ways to deal with work problems and opportunities.*

**Key Actions**

- **Challenges paradigms**—Identifies implicit assumptions in the way problems or situations are defined or presented; sees alternative ways to view or define problems; is not constrained by the thoughts or approaches of others.

- **Leverages diverse resources**—Draws upon multiple and diverse sources (individuals, disciplines, bodies of knowledge) for ideas and inspiration.

- **Thinks expansively**—Combines ideas in unique ways or makes connections between disparate ideas; explores different lines of thought; views situations from multiple perspectives; brainstorms multiple approaches/solutions.

- **Evaluates multiple solutions**—Examines numerous potential solutions and evaluates each before accepting any.

- **Ensures relevance**—Targets important areas for innovation and develops solutions that address meaningful work issues.

**Questions**

1. Tell me about a time when you worked with others to develop new and creative ideas to solve a problem. What was your role?

2. Tell me about what you’ve done to develop new and creative solutions to business problems. Give me an example of a specific approach you developed.

3. Describe how you improved the productivity/profitability of your work unit. How did you identify these opportunities for improvement?

4. Give me an example of a time when you changed an established work procedure to solve a problem.

5. Tell me about a creative idea you thought of to improve one of your company’s products or services. What happened?

6. Because an organization can’t develop a new product/service every day of the week, sometimes it’s important to combine existing products/services creatively to seize a new opportunity. Tell me about a time when you did this successfully.

7. Give me an example of an idea you had for improving your organization’s processes or procedures. How did you come up with the idea? What happened?

8. In your job as ______________, what was your most creative contribution?

9. Tell me about a unique approach you took to solve a problem. How did you come up with the approach? Did you consider other options?

10. Tell me about a time when your standard approach to problem solving didn't produce the desired solution. What did you do?
11. Tell me about a time when you had the opportunity to generate a creative solution to a problem. What happened? How did you come up with the solution?

12. Tell me about the techniques you’ve used to generate solutions to business problems. Give me an example. What was the problem? Describe some of the ideas you considered.

**Questions for people who are applying for sales positions**

13. Because an organization can’t develop a new product/service every day of the week, sometimes it’s important to combine existing products/services creatively to seize a new opportunity. Tell me about a time when you did this successfully.

14. Tell me about a time when you had the opportunity to generate a creative solution to a customer’s problem.

**Questions for people with little work experience**

15. Tell me about a time when you worked with others to develop new and creative ideas to solve problems. What was your role in this situation?

16. Give me an example of a time when you changed an established work procedure to solve a problem.