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SAP Certified Associate - Design Thinking Sample Questions (Q52-Q57):

NEW QUESTION # 52

You are in the synthesis phase and teams should share and synthesize interview results, but some team members are questioning how synthesis exercises are related to the previous exercises. As coach, how do you manage this situation? Note: There is 1 correct

answers to this question.

- A. Explain that Design Thinking is not an $a + b = c$ approach
- B. Adapt the agenda and skip the synthesis exercise
- C. Explain that in this case an iteration of the research phase is necessary.
- D. Try to identify a common thread to explain the connections to all other exercises

Answer: D

Explanation:

In the synthesis phase, it is common for team members to question how the current exercise relates to previous activities. As a coach, your role is to guide the team and ensure they understand the interconnectedness of the Design Thinking process. Here's why the correct answer is A:

* Try to identify a common thread to explain the connections to all other exercises (A): The synthesis phase builds on insights gathered during earlier phases, such as empathy and research. By identifying a common thread—such as user needs, pain points, or patterns—you can demonstrate how synthesis integrates and refines these insights into actionable opportunities. SAP emphasizes the iterative and holistic nature of Design Thinking, where each phase informs and enhances the next.

Incorrect Options:

- * B. Explain that Design Thinking is not an $a + b = c$ approach: While Design Thinking is non-linear, simply stating this does not address the team's concerns about the relevance of synthesis. Providing clarity through a common thread is more effective.
- * C. Explain that in this case an iteration of the research phase is necessary: Repeating the research phase is unnecessary if the team has already gathered sufficient data. Synthesis is about making sense of existing information, not restarting the process.
- * D. Adapt the agenda and skip the synthesis exercise: Skipping synthesis undermines the Design Thinking process. Synthesis is critical for transforming raw data into meaningful insights and should not be omitted.

NEW QUESTION # 53

Prototypes must be expensive and sophisticated.

- A. True
- B. False

Answer: B

NEW QUESTION # 54

What are the 3 steps to interviewing?

Note: There are 3 correct answers to this question.

- A. Think about whom you want to interview
- B. Challenging questions to bring the interviewee to make creative suggestions
- C. Prepare your interview questions
- D. Draft an introduction to the interview that lays out your intentions and the purpose of the interview

Answer: A,C,D

NEW QUESTION # 55

Design Thinking implies an emotional journey. How do participants typically feel during synthesis? Note:

There are 2 correct Answers to this question.

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

Answer: A,D

NEW QUESTION # 56

What is the goal of including extreme users in the 360° research? Note: There are 2 correct answers to this question.

- A. To provide interesting insights
- B. To reduce the number of interviews.
- C. To keep the project sponsors satisfied
- D. To include a diverse set of users

Answer: A,D

NEW QUESTION # 57

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