

**What are some ways that you deal with problems within a project? Is there a plan in place, or is more of a reactive approach taken?**

If there's a problem in a project, I will first try and discuss it with the subject matter expert, making sure that they're aware of an issue that we might have to follow up on, deal with, or make plans for. From there, if it's still an issue, I'll meet with my manager and make sure that they're in the loop about any kind of issues or problems regarding the development of the course and the potential delay or cancellation of the completion of the course design. We also meet regularly as a unit to discuss any courses that we're worried about, whether or not they might be completed. Just making sure everybody's in the loop about courses that may need to be cancelled or delayed.

**What are some things to keep in mind when working with other individuals and groups of people? How are you able to create trust and accountability among team members when leading a project? What can be done to create a positive project culture?**

It's important to be interested in what the subject matter expert is telling you about their subject. And you have to be able to listen to what is important for them in the design of the course. You also really need to be creative. So they may be telling you something and you're constantly thinking about how you can adapt that and flex it and fit it into an online course, in a way that isn't overwhelming for the instructor, the subject matter expert, and the students. You need to also really make sure that you're not demanding. You are a diplomat mostly and you're really trying to work with people. You're not trying to make them work for you. It's very important if you want to build really good relationships, that you are good at working with people, and that you can take the time to do it. Also, I think you have to be timely, and you have to make sure that you are responsive to what they need and when they need it. You have to really make sure that you're available to them when they need your help for something. You have to also make them feel like you're happy to help them, and really we are. I mean, it's always good to be able to help people as an instructional designer, because if you're helping them, then you know that the course that you're working on them with is going to be that much better. I think you have to really make sure that you are able to follow through with what you intend. Making sure you're answering emails and answering your phone responding in a timely way is important.