Western❦ContinuingStudies

Problem-Solving, Decision-Making & Creativity
LEAD6255

Course Outline

Description:

Engaging and inspiring others to develop and exercise innovation and creativity in problem-solving is essential in today's fast-paced and complex world. Unfortunately, biases and uncertainty can, and do, affect our decisions every day. As a leader, you have to try and understand why people make the decisions they do, and what the key drivers are in order to begin to develop strategies that will uncover the innovation and creativity within your organization. This module will help you develop an understanding of decision-making processes and identify key barriers to creativity and innovation.

Course Goals:

This workshop-style course is designed to allow participants the opportunity to reflect on the leader's role in developing creative approaches to problem-solving and decision-making, and to share this knowledge with others. Of particular importance is the ability for students to identify 2 to 3 concepts or tactics to implement in their personal and/or professional context as current or future leader.

Course Objectives: At the completion of this course, the student will be able to:

- Define decision-making, problem-solving & creativity
- Explore how leaders use different problem-solving and decision making models
- Describe, choose, and use a variety of decision making, problem solving and creativity tools appropriate to the situation and context
- Make choices as to when to involve others in decision making and problem solving

- Describe barriers to good decision making and problem solving
- Describe the ethical implications of decisions
- Name and self-assess facilitator competencies in support of creative problem-solving

Attendance Requirements:

Students are required to attend 100% of class time in order to receive a completion for this course. A grade report can be printed from myWCS.

Code of Student Conduct:

The purpose of the Code of Student Conduct is to define the general standard of conduct expected of students registered at Western University, provide examples of behaviour that constitutes a breach of this standard of conduct, provide examples of

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Please contact Continuing Studies if you require information in an alternate format, or if any arrangements can be made to ensure that this course is accessible to you. If you would like to provide feedback about accessibility-related issues that are specific to your experience with Continuing Studies, you may do so using our comment box (located in the entrance of the office) or you may contact Accessibility at Western (accessibility@uwo.ca or 519-661-2111, extension 85562); the feedback will be forwarded to the appropriate individual or area for follow-up.

sanctions that may be imposed, and set out the disciplinary procedures that the University will follow. For the complete Code of Student Conduct: http://www.uwo.ca/univsec/pdf/board/code.pdf.

Course Schedule:

Day 1
- Exploring our assumptions
- Problem-solving: Types, tools, and techniques

Day 2
- Decision-making: Leader-follower partnering and tools
- Facilitation skills
- Creativity as leadership
- Application, observation, and future planning

Evaluation Method:

As part of the course/instructor evaluation, a survey will be sent to you electronically by Continuing Studies. You will be asked the following questions. Please consider these throughout the course.

1. How would you rate your overall experience?
2. Please indicate your agreement with the following statements:
    a. The course content was relevant and valuable.
    b. The instructor conducted class sessions in an organized, well-planned manner.
    c. The instructor explained concepts clearly.
    d. The instructor displayed enthusiasm and energy in conducting class sessions.
    e. The instructor made me feel comfortable in the learning environment.
    f. The instructor encouraged my participation and interaction.