

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. To become an effective Problem-Solver and Decision-Maker, you must try and understand why people make the decisions they do, and what the key drivers are to begin to develop strategies that will uncover the innovation and creativity within your organization. This 4-week online course will help you develop an understanding of Problem-Solving and Decision-Making processes and identify key barriers to Creativity and Innovation.

Course Goals:

This interactive online course is designed to provide participants with opportunities to reflect on their important role in developing creative approaches to Problem-Solving and Decision-Making, and to share this knowledge with others. Of importance is the ability for students to identify 2 to 3 concepts or tools to implement in their personal and/or professional context as a current or future leader.

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

- Define decision-making, problem-solving and creativity
- Explore how to select and 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

Text:

- Readings and articles are distributed during virtual classroom hours; and,
- Knowledge and experience held and generated by participants will be an important resource.

Evaluation:

This is a graded course where a complete or incomplete will be issued.

In order to receive a completion for this course, a student must:

1. Complete the following assignments:
 - Development of a Problem Statement
 - Provide feedback on one of the 4 Problem-Solving Tools (how you might use it, and identify the pros/cons of the tool)
 - Develop 3 questions on how you would use related to a relevant individual problem statement
2. Participate in online discussions with members of their learning group (Specifically related to the "Lost at Sea" exercise)
3. Complete a short quiz at the end of each module

Policy on Cheating and Academic Misconduct:

Academic honesty is a cornerstone of conduct at Western University. We cannot have freedom of expression without integrity. Students are responsible for understanding the nature of and avoiding the occurrence of plagiarism and other academic offences; please refer to the section on “Scholastic Offences” in the current University Academic Calendar, or on the web at <http://www.westerncalendar.uwo.ca>. Such offences include plagiarism, cheating on an examination, submitting false or fraudulent assignments or credentials, impersonating a candidate, or submitting for credit in any course any academic work for which credit has previously been obtained or is being sought in another course in this University or elsewhere (without the knowledge and approval of the instructor to whom the work is submitted). Students enrolled in non-degree courses are expected to abide by the University’s code of conduct.

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 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>.

Plagiarism:

All required papers may be subject to submission for textual similarity review to the commercial plagiarism detection software under license to the University for the detection of plagiarism. All papers submitted will be included as source documents in the reference database for the purpose of detecting plagiarism of papers subsequently submitted to the system. Use of the service is subject to the licensing agreement, currently between Western University and Turnitin.com (<http://www.turnitin.com>).

How often will the instructor communicate with me?

The instructor will respond to individual emails within two business days. Questions that have general application should be posted to the General Questions and Comments Forum so that all students can receive the same information.

Policy on Late Assignments:

Online discussions should be completed in the week they are assigned. The online week will run from Monday to Sunday.

Please make every effort to submit your assignments by the due date, so that your reflection or exercise coincides with the week where that topic is covered.

How do I hand in assignments?

All assignments will be submitted electronically through OWL using the assignment tool. Failure to meet deadlines without the instructor’s written permission will be subject to the late assignment policy. It is the student’s responsibility to ensure that all assignments forwarded to the instructor arrive before the due date. If you experience any difficulty in submitting assignments through OWL, you are responsible for contacting the instructor.

Western Digital Badge

If you have met the course requirements for this Western approved [micro-credential](#), you will receive an email from [MyCreds](#) to claim your digital badge. Badges are embedded with data that verifies your skills and achievements. Share them with your employer, on LinkedIn and other social media sites.

Western Continuing Studies

When will I receive my grades?

Final grades will be available 2 weeks after the last scheduled day of the course. A grade report can be printed from myWCS.

Course Schedule:

Week One: Becoming a Problem-Solving Explorer

Defining Problem-Solving
Exploring our Assumptions and Perspectives
Problem Identification

Week Two: Unfolding the Problem-Solving Treasure Map – Preparing for the Journey

Problem Statements
The 3 Ps of Problems
A Problem-Solving Model

Week Three: Decisions, Decisions – The Power of Engagement

Defining Decision-making
Power of Strategic Questions
“Lost at Sea” Decision-making activity

Week Four: Linking Planning and Action for Creative Results

Creative Decision-Making Tools
Sources of Creativity