

# WORKNC-620I: PROBLEM SOLVING IN THE WORKPLACE

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**Effective Term**

Fall 2023

**CC Approval**

3/31/2023

**AS Approval**

4/11/2023

**BOT Approval**

4/20/2023

**COCI Approval**

5/12/2023

## SECTION A - Course Data Elements

**Send Workflow to Initiator**

No

**CB04 Credit Status**

Noncredit

**CB22 Noncredit Category**

Workforce Preparation

**Discipline**

| Minimum Qualifications   | And/Or |
|--|--------|
| Vocational (short-term): Noncredit (Specific Degree and Professional Experience) |        |

**Subject Code**

WORKNC - Work Experience Noncredit

**Course Number**

620I

**Department**

Work Skills Noncredit (WORKNC)

**Division**

Career Education and Workforce Development (CEWD)

**Full Course Title**

Problem Solving in the Workplace

**Short Title**

Workplace Problem Solving

**CB03 TOP Code**

0506.00 - \*Business Management

**CB08 Basic Skills Status**

NBS - Not Basic Skills

**CB09 SAM Code**

C - Clearly Occupational

**Rationale**

Industry Request- In line with Foundation for Community Colleges New World of Work.

## SECTION B - Course Description

### Catalog Course Description

This course is designed to introduce the student to decision making and problem solving techniques including brainstorming, creativity in the workplace, how to find new perspectives, and seeking alternatives.

## SECTION C - Conditions on Enrollment

### Open Entry/Open Exit

Yes

### Repeatability

Unlimited - Noncredit OR Work Experience Education

### Grading Options

Pass/No Pass Only

### Allow Audit

No

## Requisites

## SECTION D - Course Standards

### Is this course variable hour?

No

### Total Instructional Hours

9

## Distance Education Approval

### Is this course offered through Distance Education?

Yes

### Online Delivery Methods

| DE Modalities | Permanent or Emergency Only? |
|---------------|------------------------------|
| Hybrid        | Permanent                    |

## SECTION E - Course Content

### Student Learning Outcomes

Upon satisfactory completion of the course, students will be able to:

1. Identify different decision-making and problem-solving techniques.

### Course Objectives

Upon satisfactory completion of the course, students will be able to:

1. Define and differentiate between decision making and problem solving.
2. Examine the steps in the decision making process.
3. Gather data to inform better decisions.
4. Identify various blocks to problem solving.
5. Analyze different problem solving techniques.
6. Recognize the importance of creativity in problem solving.

### Course Content

1. What is problem solving and decision making?
  - a. Is there a difference?
  - b. Definitions
  - c. Differentiate between decision making and problem solving.

2. Steps in the decision making process
  - a. Define the problem
  - b. Gather facts and data
    - i. Sources of data
    - ii. Primary data
    - iii. Secondary data
  - c. Organize information
  - d. Alternative solutions
  - e. Make a decision
  - f. Evaluate the solution
3. Individual vs. group decisions
  - a. Advantages
  - b. Disadvantages
  - c. Examine the steps of decision making.
4. Blocks to problem solving
  - a. Perceptual
  - b. Cultural
  - c. Environmental
  - d. Emotional
  - e. Problem solving blocks in your workplace
  - f. Experiential learning activity: Identify various blocks to problem solving
5. Problem solving techniques
  - a. Brainstorming
    - i. Round Robin
    - ii. Popcorn method
  - b. Force field analysis
  - c. Affinity diagram
  - d. Experiential learning activity: Input from co-workers and supervisors
  - e. Experiential learning activity: Analyze different problem solving techniques
6. Creativity and problem solving
  - a. Why creativity?
  - b. Barriers to creativity
    - i. Fear of failure
    - ii. Lack of support
    - iii. Being practical
    - iv. Supervisor's shadow
    - v. Distractions
  - c. Recognize the importance of creativity in problem solving.

## Methods of Instruction

### Methods of Instruction

| Types      | Examples of learning activities        |
|------------|--|
| Group Work | Individual and group problem solving   |
| Discussion | Case analysis                          |
| Activity   | Role playing and classroom simulations |

### Instructor-Initiated Online Contact Types

Announcements/Bulletin Boards  
 Chat Rooms  
 Discussion Boards  
 E-mail Communication  
 Video or Teleconferencing

### Student-Initiated Online Contact Types

Chat Rooms  
 Discussions  
 Group Work

**Course design is accessible**

Yes

**Methods of Evaluation**

**Methods of Evaluation**

| Types         | Examples of classroom assessments    |
|---------------|--------------------------------------|
| Essays/Papers | Individual and group problem solving |
| Projects      | Oral and/or written action plan      |
| Portfolios    | Journal completion                   |

**Assignments**

**Reading Assignments**

- 1. Textbook
- 2. Current articles in newspapers, magazines, and business periodicals
- 3. Materials handed out in class

**Writing Assignments**

- 1. Written case analysis
- 2. Action Plan
- 3. Multiple worksheets handed out in-class
- 4. Journal entries on how student applied techniques learned in class to various environments including the workplace and at home.

**SECTION F - Textbooks and Instructional Materials**

**Material Type**

Textbook

**Author**

John Bessant

**Title**

Innovation

**Edition/Version**

DK Essential Managers series

**Publisher**

DK Publishing

**Year**

2009

**ISBN #**

978-0756655556

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**Proposed General Education/Transfer Agreement**

**Do you wish to propose this course for a Local General Education Area?**

No

**Do you wish to propose this course for a CSU General Education Area?**

No

**Do you wish to propose this course for a UC Transferable Course Agreement (UC-TCA)?**

No

**Course Codes (Admin Only)****ASSIST Update**

No

**CB10 Cooperative Work Experience Status**

N - Is Not Part of a Cooperative Work Experience Education Program

**CB11 Course Classification Status**

J - Workforce Preparation Enhanced Funding

**CB13 Special Class Status**

N - The Course is Not an Approved Special Class

**CB23 Funding Agency Category**

Y - Not Applicable (Funding Not Used)

**CB24 Program Course Status**

Program Applicable

**Allow Pass/No Pass**

Yes

**Only Pass/No Pass**

No

**Reviewer Comments**

**Seth Anderson (sethe.anderson) (Mon, 05 Dec 2022 23:52:57 GMT):** Added Vocational (short-term): Noncredit to discipline field

**Seth Anderson (sethe.anderson) (Wed, 01 Mar 2023 22:28:40 GMT):** Please add examples to Methods of Instruction, Online Adaptation, and Methods of Evaluation section and consider adding examples of Reading Assignments