WORKNC-3I: PROBLEM SOLVING IN THE WORKPLACE

Effective Term
Fall 2025

CC Approval
03/07/2025

AS Approval
03/13/2025

BOT Approval
03/20/2025

COCI Approval
05/15/2025

SECTION A - Course Data Elements

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
3I

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
Course updated due to renumbering.

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

Course Codes (Admin Only)

ASSIST Update

No

CB00 State ID

CCC000639373

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