COMMON COURSE OUTLINE: Course discipline/number/title: SMGT 1210: Problem Solving /Decision Making

A. CATALOG DESCRIPTION
1. Credits: 2
2. Hours/Week: 2
3. Prerequisites (Course discipline/number): None
4. Co-requisites (Course discipline/number): None
5. MnTC Goals (if any): NA

This course provides participants with the skills and resources to define and resolve organizational problems and make effective decisions. Students will learn techniques to improve creativity, group participation and gaining approval and support for successful implementation of solutions. Opportunities will be provided to practice problem and techniques with actual problems in the workplace. Individual and group decision making is explored. Students will participate in a group to complete a course problem-solving project. This course may include workplace learning. Recommended entry skills/knowledge: Reading and writing at the college level is encouraged.

B. DATE LAST REVISED (Month, year): November, 2001

C. OUTLINE OF MAJOR CONTENT AREAS:
This course will focus on practical application skills necessary for supervisors to develop and implement creative solutions to difficult and recurring problems at work. Emphasis will be on participative strategies and leading problem solving sessions for work groups.

1. Group problem solving
2. Root cause, cause & effect
3. Action planning
4. Charting unknowns
5. Criteria matrix
6. Prioritizing
7. Decision making steps
8. Decision making process of elimination
9. Information gathering techniques
10. Repetitive why analysis
11. Problem solving
12. Group decision making
13. Meeting roles

D. LEARNING OUTCOMES (GENERAL): The student will be able to:
1. Identify / define workplace problems.
2. Explain problem solving steps and how they lead to group decision making opportunities.
3. Identify various problem solving methods, charts and techniques which lead to successful implementation of solutions.
4. Explore the leaders role and the value of successful communication during problem solving meetings.
5. Use problem-solving/decision-making process .
6. Gather and analyze data and information.
7. Identify root cause.
8. Generate and assess alternative solutions.
10. Complete course problem-solving team project.

E. LEARNING OUTCOMES (MNTC): NA

F. METHODS FOR EVALUATION OF STUDENT LEARNING:
1. Oral Presentations
2. Textbook Problems
3. Group Activities
4. Individual Projects
G. METHODS FOR EVALUATION OF STUDENT LEARNING: Continued.
   5. Worksheets
   6. Application Papers

H. SPECIAL INFORMATION (if any): None