

Course discipline/number/title: SMGT 1221: Decision Making and Problem Solving

- A. CATALOG DESCRIPTION
1. Credits: 3
  2. Hours/Week: 3
  3. Prerequisites (Course discipline/number): None
  4. Other requirements: None
  5. MnTC Goals (if any): NA
- B. COURSE DESCRIPTION: This course will teach participants the skills and resources needed to define and resolve organizational problems and to make decisions by using the right tools and processes to achieve quality and continuous improvement. Students will learn to conduct a root cause analysis, develop and implement solutions, and assure solutions are effective. Special attention will be given to the role of creativity and problem-solving as well as the importance of using multiple perspectives and communication in the problem-solving cycle.
- C. DATE LAST REVISED (Month, year): February, 2022
- D. OUTLINE OF MAJOR CONTENT AREAS:
1. Problem-solving cycle
  2. Problem-solving tools and methodologies
  3. Decision-making tools and methodologies
  4. Creativity tools and their application to the decision-making and problem-solving process
  5. Personal and organizational barriers to decision making and problem solving
  6. Role of supervisors in leading and implementing problem-solving and decision-making activities
- E. LEARNING OUTCOMES (GENERAL): The student will be able to:
1. Explain the problem-solving cycle.
  2. Apply decision-making tools and methodologies within a workplace context.
  3. Compare and contrast individual and group problem-solving and decision-making strategies.
  4. Experiment with creativity tools in the problem-solving and decision-making context.
  5. Identify individual and organizational barriers to successful problem solving and decision making.
  6. Define the supervisor's role in leading problem-solving and decision-making activities.
- F. LEARNING OUTCOMES (MNTC): NA
- G. METHODS FOR EVALUATION OF STUDENT LEARNING: Methods may include but are not limited to:
1. Written assignments
  2. Exams and quizzes
  3. Portfolio of projects
  4. Presentations
  5. Participation
- H. RCTC CORE OUTCOME(S). This course contributes to meeting the following RCTC Core Outcome(s): Critical Thinking. Students will think systematically and explore information thoroughly before accepting or formulating a position or conclusion.
- I. SPECIAL INFORMATION (if any): None