

Module Title:	Problem Solving Techniques
Academic year:	2009 – 2010
Credit Value:	5 – Mandatory
Pre- requisites:	None
Assessment:	70% Final Exam, 30% Continuous Assessment (CA)
Aims	<p>To acquaint students with examples of the different cultural and learning environments or “mindsets” that organisations and individuals exhibit</p> <p>To provide students with an understanding of the personal and corporate biases, prejudices and preconceived ideas that can inhibit or prevent the process of discovering and exploiting new ideas and innovations</p> <p>To provide students with techniques that assist in overcoming these organisational cultural factors, thus leading to improved problem solving and goal-setting that will improve the strategic achievements of organisations</p>
Module Content	<ul style="list-style-type: none"> • Models of problem solving • Techniques of creative problem solving • Data Collection • Generating Solutions • Implementation techniques • Difference in learning and problem solving styles
Intended Learning Outcomes:	<p>On successful completion of the module the student will be expected to be able to:</p> <ol style="list-style-type: none"> 1. Identify and discuss how choices between competing ideas can be made 2. Identify and discuss the personal and corporate cultures and biases which can block progress in discovering and exploiting new ideas 3. Demonstrate an understanding of and be able to apply diagnostic and analytical skills required in the corporate strategy process 4. Use techniques which lead to improved problem solving and goal-setting 5. Demonstrate competence in resolving deadlock situations