

|                       |                                            |
|-----------------------|--------------------------------------------|
| <b>Module Code</b>    | <b>LCLM4004</b>                            |
| <b>Title</b>          | <b>Problem Solving and Decision Making</b> |
| <b>Date</b>           | <b>29/07/2022</b>                          |
| <b>Level</b>          | <b>4</b>                                   |
| <b>Credits</b>        | <b>20</b>                                  |
| <b>Pre-Requisites</b> |                                            |

### AIM(S)

- To be able to solve problems and make decisions in a business context.

### LEARNING OUTCOMES

Upon the successful completion of this module, the student should be able to demonstrate the ability to:

- Describe a problem, its nature, scope, and impact
- Gather and interpret information to solve a problem
- Evaluate options to make a decision
- Plan, monitor and review the implementation and communication of decisions.

### INDICATIVE CONTENT

- Ways to recognise, define, investigate, and analyse problems
- The problem-solving process
- Objective setting in relation to problem
- Environmental analysis technique, such as PESTLE
- Organisational analysis, such as SWOT analysis
- Brainstorming, problem solving and creative thinking techniques
- Cause and effect analysis
- How to evaluate options using decision-making techniques
- The use of simple planning techniques- action plans, Gantt charts
- Monitoring and review techniques to evaluate outcomes of problem-solving activities
- Clear communication of change and importance of involving people to facilitate effective change.

### Study Time Allocation

The study time for the module is divided as follows:

| <b>Activity type</b> | <b>Hours</b> | <b>Percentage</b> |
|----------------------|--------------|-------------------|
| Scheduled learning   | 40           | 20%               |
| Independent learning | 160          | 80%               |
| Placement learning   | 0            | 0%                |
| <b>TOTAL</b>         | <b>200</b>   | <b>100%</b>       |

### ASSESSMENT

**Assessment Component 1****(Tick one)**☐ Written exam☐ Coursework☒ Practical

| Mode of assessment                                                                                       | Volume                      | Weighting |
|----------------------------------------------------------------------------------------------------------|-----------------------------|-----------|
| A practical problem-solving and decision-making exercise (such as a role play, presentation, case study) | 5 to 10 minutes per student | 50%       |

**Assessment Component 2****(Tick one)**☐ Written exam☒ Coursework☐ Practical

| Mode of assessment              | Volume                       | Weighting |
|---------------------------------|------------------------------|-----------|
| Individual report or equivalent | 1500 words individual report | 50%       |

**Assessment Summary**

| Activity type | Percentage  |
|---------------|-------------|
| Written exam  | 0%          |
| Coursework    | 50%         |
| Practical     | 50%         |
| <b>TOTAL</b>  | <b>100%</b> |

**INDICATIVE READING LIST**

| Module Code    | LCLM4004                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                     |
|----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|
| Module Title   | Problem Solving and Decision Making                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                     |
| Classification | Reading List entry                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Electronic*                         |
| Essential      | Proctor, T. (2018) <i>Creative Problem Solving for Managers: Developing Skills for Decision Making and Innovation</i> . Fifth edition. Boca Raton, FL: Routledge. Available at: <a href="https://librarysearch.uwtsd.ac.uk/discovery/fulldisplay?docId=alma99100375898802421&amp;context=L&amp;vid=44WHELF_UWTSD:44WHELF_UWTSD_VU1&amp;lang=en&amp;search_scope=MyInst_and_CI&amp;adaptor=Local%20Search%20Engine&amp;isFrbr=true&amp;tab=Everything&amp;query=any,contains,problem%20solving&amp;facet=tlevel,include,online_resources&amp;offset=0">https://librarysearch.uwtsd.ac.uk/discovery/fulldisplay?docId=alma99100375898802421&amp;context=L&amp;vid=44WHELF_UWTSD:44WHELF_UWTSD_VU1&amp;lang=en&amp;search_scope=MyInst_and_CI&amp;adaptor=Local%20Search%20Engine&amp;isFrbr=true&amp;tab=Everything&amp;query=any,contains,problem%20solving&amp;facet=tlevel,include,online_resources&amp;offset=0</a> | <input checked="" type="checkbox"/> |

|           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |   |
|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|
| Essential | Adair, J.E. (2019) <i>Decision making and problem solving: break through barriers and banish uncertainty at work</i> . Fourth edition. London: Kogan Page. Available at: <a href="https://librarysearch.uwtsd.ac.uk/discovery/fulldisplay?docid=alma99100359356302421&amp;context=L&amp;vid=44WHELF_UWTSD:44WHELF_UWTSD_VU1&amp;lang=en&amp;search_scope=MyInst_and_CI&amp;adaptor=Local%20Search%20Engine&amp;tab=Everything&amp;query=any,contains,decision%20making%20and%20problem%20solving&amp;facet=tlevel,include,online_resources&amp;offset=0">https://librarysearch.uwtsd.ac.uk/discovery/fulldisplay?docid=alma99100359356302421&amp;context=L&amp;vid=44WHELF_UWTSD:44WHELF_UWTSD_VU1&amp;lang=en&amp;search_scope=MyInst_and_CI&amp;adaptor=Local%20Search%20Engine&amp;tab=Everything&amp;query=any,contains,decision%20making%20and%20problem%20solving&amp;facet=tlevel,include,online_resources&amp;offset=0</a> | ☒ |
| Further   | Chevallier, A. (2016). <i>Strategic Thinking in Complex Problem Solving</i> . Oxford University Press. Available at: <a href="https://librarysearch.uwtsd.ac.uk/discovery/fulldisplay?docid=alma99100143794002421&amp;context=L&amp;vid=44WHELF_UWTSD:44WHELF_UWTSD_VU1&amp;lang=en&amp;search_scope=MyInst_and_CI&amp;adaptor=Local%20Search%20Engine&amp;tab=Everything&amp;query=any,contains,problem%20solving&amp;offset=0">https://librarysearch.uwtsd.ac.uk/discovery/fulldisplay?docid=alma99100143794002421&amp;context=L&amp;vid=44WHELF_UWTSD:44WHELF_UWTSD_VU1&amp;lang=en&amp;search_scope=MyInst_and_CI&amp;adaptor=Local%20Search%20Engine&amp;tab=Everything&amp;query=any,contains,problem%20solving&amp;offset=0</a>                                                                                                                                                                                             | ☒ |
| Further   | Williams, S. (2002). <i>Making better business decisions understanding and improving critical thinking and problem-solving skills</i> . SAGE. Available at : <a href="https://librarysearch.uwtsd.ac.uk/discovery/fulldisplay?docid=alma99100298359802421&amp;context=L&amp;vid=44WHELF_UWTSD:44WHELF_UWTSD_VU1&amp;lang=en&amp;search_scope=MyInst_and_CI&amp;adaptor=Local%20Search%20Engine&amp;tab=Everything&amp;query=any,contains,problem%20solving&amp;offset=10">https://librarysearch.uwtsd.ac.uk/discovery/fulldisplay?docid=alma99100298359802421&amp;context=L&amp;vid=44WHELF_UWTSD:44WHELF_UWTSD_VU1&amp;lang=en&amp;search_scope=MyInst_and_CI&amp;adaptor=Local%20Search%20Engine&amp;tab=Everything&amp;query=any,contains,problem%20solving&amp;offset=10</a>                                                                                                                                                   | ☒ |
| Further   | Poster presentation (2015) [online] Available at: <a href="http://serc.carleton.edu/NAGTWorkshops/assess/poster.html">http://serc.carleton.edu/NAGTWorkshops/assess/poster.html</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | ☒ |
| Further   | Problem solving and decision making: Class projects (1996) [online] Available at: <a href="http://www.studygs.net/problem">http://www.studygs.net/problem</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | ☒ |
| Further   | SMART goals (2016) [online] Available at: <a href="https://www.projectsmart.co.uk/smart-goals.php">https://www.projectsmart.co.uk/smart-goals.php</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | ☒ |
| Further   | Study Guides and Strategies. (2016), Problem solving and decision making, [online] available at: <a href="http://www.studygs.net/problem">http://www.studygs.net/problem</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | ☒ |