



PRIFYSGOL CYMRU
Y Drindod Dewi Sant
UNIVERSITY OF WALES
Trinity Saint David
SWANSEA - ABERTAWE

UNIVERSITY OF WALES: TRINITY SAINT DAVID
PRIFYSGOL CYMRU: Y DRINDOD DEWI SANT

Certificate of Higher Education in Skills for the Workplace:

Broadening Horizons/ Changing Lives

Problem Solving and Decision Making - BMSK4004

MODULE CODE:	BMSK4004
TITLE:	Problem Solving and Decision Making
LEVEL:	4
CREDITS:	20

AIM(S)

- To be able to solve problems and make decisions in the workplace.
- To be able to manage and implement change in the workplace.

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

Through task-based study, students will explore:

- Ways to recognise, define, investigate and analyse problems.
- Objective setting in relation to problem.
- Brainstorming, problem solving and creative thinking techniques
- Difference between data and information.
- Interpretation of charts and diagrams.
- How to evaluate options.
- The importance of adequate and relevant information for effective decision-making.
- Decision making techniques.
- The use of simple planning techniques- action plans, Gantt charts.
- Effective presentation of a case – i.e. providing facts and evidence, not just opinion.
- Monitoring and review techniques to evaluate outcomes of problem solving activities.
- Reasons for organisational change such as changes in leadership, technology, business strategy, need to become more efficient.
- Environmental analysis technique, such as PESTLE.

- Organisational analysis, such as SWOT analysis.
- Having consideration of benefits and implications of change, principles of change management.
- Methods for planning for change and Use of tools for planning change.
- Feasibility and viability of the change for stakeholders.
- Identification of human and financial factors in the consideration of resistance to change.
- Clear communication of change and importance of involving people to facilitate effective change.
- Techniques for monitoring and evaluating outcomes of change.

LEARNING AND TEACHING STRATEGY

Lectures will introduce the students to the concepts, principles and practices. Tutorials and seminars will introduce practical examples which will be used to support the application, discussion, and critical evaluation of techniques learned. Case studies will also be used to develop understanding and application of the techniques.

EDUCATION FOR SUSTAINABLE DEVELOPMENT (ESD)

Does the module contribute to ESD?	Yes
If yes, please provide brief details (no more than 100 words): Education for sustainable development is the process of equipping students with the knowledge and understanding, skills and attributes needed to work and live in a way that safeguards environmental, social and economic wellbeing, both in the present and for future generations. This module aims to teach students to critically assess, analyse and reflect and these skills will be related to sustainability issues within the context of the workplace, as appropriate. Students will also be encouraged to actively implement or contribute to changes that promote sustainable development within the scope of their own learning experience and study environment and effectively engage with real-life problems relevant to sustainable development.	

ASSESSMENT

Assessment Component 1 – 100%

Written Work Based Assignment 4000 words

Students will produce a written report applying recognised problem solving tools and techniques to identify and propose solutions to a work based problem.

READING LIST

Module Code	BMSK4004	
Module Title	Problem Solving and Decision Making	
Classification	Reading List entry	Electronic*
Essential	Maund, A. Schriek, M. and Tinkler, P. (2017). Certificate in Higher Education: Skills for the Workplace Student Yearbook. Sage Publications	☐
Essential	Morgan, P. (2016). The Business Student's Guide to Study and Employability. Sage Publications	☐
Further	Adair, J. (2013) Decision making and problem solving strategies. 2nd edn. London: Kogan Page.	☐
Further	Belton, V. and Stewart, T.J. (2001) Multiple criteria decision analysis: An integrated approach. 2nd edn. Boston, MA: Kluwer Academic Publishers.	☐
Further	Cottrell, S. (2011) Critical thinking skills: Developing effective analysis and argument (Palgrave study skills). 2nd edn. Basingstoke: Palgrave Macmillan.	☐
Further	Educational games and resources (no date) [online] Available at: http://www.theproblemsite.com/	☒
Further	Gano, D. (2011) Seven steps to effective problem solving and strategies for personal success. 1st edn. EBook: Reality Charting.	☐
Further	Institute of Leadership and Management (no date) [online] Available at: https://www.ilm.com	☒
Further	Mayer, R.E. (1992) Thinking, problem solving, cognition. 2nd edn. New York: W.H. Freeman & Co.	☐
Further	McClelland, D.C. and C, D. (1988) Human motivation. Cambridge, England: Cambridge University Press.	☐
Further	Pizlo, Z. (2012) 'Human problem solving in 2010', The Journal of Problem Solving, 4(1). doi: 10.7771/1932-6246.1120.	☐
Further	Poster presentation (2015) [online] Available at: http://serc.carleton.edu/NAGTWorkshops/assess/poster.html	☒
Further	Problem solving and decision making: Class projects (1996) [online] Available at: http://www.studygs.net/problem	☒
Further	Proctor, T. (2009) Creative problem solving for managers: Developing skills for decision making and innovation. 3rd edn. New York: Routledge.	☐
Further	SMART goals (2016) [online] Available at: https://www.projectsmart.co.uk/smart-goals.php	☒
Further	Straus, D. (2002) How to make Collaboration Work: powerful ways to build consensus, solve problems and make decisions. Berrett-Koehler.	☐
Further	Study Guides and Strategies. (2016), Problem solving and decision making, [online] available at: http://www.studygs.net/problem	☒