

Problem Solving and Decision Making

BMSW4004

Weekly Schedule

Week	Topics	Notes
Week 1	<u>Introduction to Problem Solving and Decision Making</u>	PPT slides Week 1 Links Test How Good Are You at Solving Problems? https://www.mindtools.com/pages/article/newTMC_72.htm Videos https://www.ted.com/talks/diana_dosik_why_we_need_to_treat_our_employees_as_thoughtfully_as_our_customers#t-228526 Case Study Making things better - A Philips case study
Week 2	<u>Week 2: Decision Making, Generating Solutions and other creative techniques</u>	PPT slides Week 2.1 PPT slides Week 2.2 Class Activity Week 2_ Class Activity_ Problem Solving and Decision Making Videos Problem Solving at Workplace https://www.youtube.com/watch?v=cQPNVFZId68&feature=youtu.be Case Study Week 2 Case study on Mr. Luke Dobson
Week 3	<u>Creative Problem Solving and Decision Making</u>	PPT slides Week 3.1 PPT slides Week 3.2 Word docs Finding the right problem to solve The rational decision-making process Videos Video 7 Step Problem Solving https://www.youtube.com/watch?v=bZXDGQSuF9I
Week 4	<u>Decision Making Techniques</u>	Slides SWOT analysis Slides PESTLE analysis Videos Video on SWOT analysis https://www.youtube.com/watch?time_continue=6&v=JXXHqM6RzZQ Class Activity Week 4 Session 1 Class Activities Word docs PESTLE analysis Handout

		Videos Video on PESTLE analysis https://www.youtube.com/watch?v=GFVKKTwkANY Class Activity Week 4 Session 2 Class Activities
Week 5	<u>Decision Making Techniques 2 (Cause & Effect Analysis)</u>	Slides Week 5.1 and Week 5.2 Cause and Effect Analysis (Fishbone/Ishikawa) Case Study Johnson Matthey Case Study Word docs Case Study 1 Case Study 2
Week 6	<u>Week 6: Organisational System and Assignment Support</u>	Slides Organisational System Case Study Capco Case Study 4 Case Studies <u>Assignment Support</u> Assignment Workshop - Question / Answer session for assignment support
Week 7	<u>Organisational Culture & Decision Making Tools</u>	Slides Week 7.1 - Organisational Culture Week 7.2 - PMI technique Week 7.3 - Porter's five forces Case Study Portkabin Case Study Reading PMI Reading
Week 8	<u>Plan Implementation & Communication with Stakeholders</u>	Slides Week 8.1 - ADKAR Change Management Model Week 8.2 - Managing Change Week 8.3 - Implementation Plan Week 8.4 - Stakeholder Analysis Videos Video on Change Management https://www.youtube.com/watch?v=k69i_yAhEcQ Case Study Case Studies on Change Management
Week 9	<u>Planning, Monitoring and Reviewing Change.</u>	Slides Week 9 Case Study Case Studies on Change Management The 5 greatest examples of change management in business history
Week 10	Revision.	