



Reviewed by: K. Bandy
Reviewed by: D. Layne
Reviewed by: A. Bledsoe
Date reviewed: October 18, 2016
C & GE approved: November 14, 2016
Board approved: December 14, 2016

Management (MGMT) 1535 Decision Making & Problem Solving (.5 Unit) CSU
[formerly Management 17]

Advisory: Eligibility for English 1000 and Reading 1005 strongly recommended

Total Hours: 8 hours lecture

Catalog Description: This course is designed to introduce the student to decision making and problem solving as a supervisor.

Type of Class/Course: Degree Credit

Text: Gelatt, Caro, and H. B. Gelatt. Creative Decision Making, Thomson, 2003.

Course Objectives:

By the end of the course, a successful student will be able to:

1. differentiate the difference between decision making and problem solving,
2. recognize what is involved in decision making,
3. examine the steps of decision making,
4. identify various blocks to problem solving,
5. evaluate the elements involved in individual decision making as opposed to group decision making,
6. differentiate between the problem solving techniques,
7. recognize the importance of creativity in problem solving,
8. analyze case problems to determine facts, identify reasons, and apply the concepts learned in making decisions, and
9. utilize problem solving techniques in dealing with supervisory situations.

Course Scope and Content:

- Unit I Introduction to Uncertainty
- A. Introduce arenas of decision-making and problem solving
 - B. Introduce the concepts of paradoxes in decision-making and problem solving
 - C. Explore how positive uncertainty enhances creativity
- Unit II Four Paradoxes in a Decision-making System
- A. Examine Paradox #1- Focus vs. Flexible



- B. Examine Paradox #2- Being Aware of the Unawares
- C. Examine Paradox #3- Perceptions
- D. Examine Paradox #4- Deciding to Decide

Unit III Decision Strategies

- A. Explore decision strategies that solve problems
- B. Apply decision-making and problem solving strategies

Learning Activities Required Outside of Class:

The students in this class will spend a minimum of 1 hour per week outside regular class time doing the following:

1. Analyze case problems
2. Obtain articles from outside publications
3. Critical thinking activities
 - a. Analyze case problems to determine facts, identify reasons, and apply the concepts learned in making decisions
 - b. Utilize problem solving techniques in dealing with supervisory situations

Methods of Instruction:

1. Lecture
2. Individual and group problem solving
3. Case analysis
4. Class discussion and participation
5. Role playing and classroom simulations

Methods of Evaluation:

1. Writing assignments, including:
 - a. written homework from chapters
 - b. group reports
 - c. topic paper written under American Psychological Association (APA) style guide
 - d. chapter critical analysis reflections
 - e. case studies
 - f. scenarios
 - g. simulations
2. Problem-solving demonstrations, including:
 - a. exams
 - b. homework problems
 - c. case study recommendations and solutions
3. Other summative examinations using combinations of:



- a. multiple choice questions
 - b. matching items
 - c. true/false questions
 - d. short answer questions
 - e. fill in the blank responses
4. Participation including:
- a. role-playing and group activities
 - b. oral presentations and demonstrations
 - c. discussion responses
 - d. scenario reflections
5. Projects including:
- a. multimedia presentations
 - b. business scenario responses
 - c. action plans
 - d. formal written reports
 - e. portfolios
 - f. community service projects
 - g. building new case studies

Supplemental Data:

TOP Code:	050630: Management Development and Sup
SAM Priority Code:	C: Clearly Occupational
Distance Education:	Online; Offline
Funding Agency:	Y: Not Applicable(funds not used)
Program Status:	1: Program Applicable
Noncredit Category:	Y: Not Applicable, Credit Course
Special Class Status:	N: Course is not a special class



Basic Skills Status:	N: Course is not a basic skills course
Prior to College Level:	Y: Not applicable
Cooperative Work Experience:	N: Is not part of a cooperative work experience education program
Eligible for Credit by Exam:	NO
Eligible for Pass/No Pass:	C: Pass/No Pass
Taft College General Education:	NONE