

# Syllabus for WORK 225 – Decision Making and Problem Solving

## Course Information

Semester & Year: Spring 2022

Course ID & Section #: WORK 225, E3157

Instructor's name: Aaron Reiher

Location: HCCF, Eureka

Number of units: 0 (This is a non-credit course)

## Instructor Contact Information

Phone number: 707-476-4500

Email address: aaron-reiher@redwoods.edu

## Catalog Description

An introduction to decision-making and problem-solving techniques in the workplace. Specific strategies for making decisions and solving problems will be presented, as well as the use of creativity in identifying solutions.

## Course Student Learning Outcomes

1. Identify problem-solving and decision-making techniques.
2. Differentiate between the elements involved in individual decision-making and group decision-making.
3. Identify barriers to creative and effective problem-solving.

## Prerequisites/co-requisites/ recommended preparation

None

## Evaluation & Grading Policy

Students do not receive letter grades in non-credit courses. Any student who participates in the course will receive a grade of "satisfactory."

## Accessibility

College of the Redwoods is committed to making reasonable accommodations for qualified students with disabilities. If you have a disability or believe you might benefit from disability-related services and accommodations, please contact your instructor or [Disability Services and Programs for Students](#) (DSPS). Students may make requests for alternative media by contacting DSPS based on their campus location:

- Eureka: 707-476-4280, student services building, 1<sup>st</sup> floor
- Del Norte: 707-465-2324, main building near library
- Klamath-Trinity: 530-625-4821 Ext 103

If you are taking online classes DSPS will email approved accommodations for distance education classes to your instructor. In the case of face-to-face instruction, please present your written accommodation request to your instructor at least one week before the needed accommodation so that necessary arrangements can be made. Last minute arrangements or post-test adjustments usually cannot be accommodated.

## Student feedback policy

For coursework that is submitted on-time, the instructor will provide feedback within two weeks of the assignment due date through a correspondence feedback form.

## **Class participation and Attendance policy**

**Participation:** Participation is the key to success in this course. Participation means completing assigned reading and weekly homework assignments.

**Attendance:** Attendance will be based on the completed work you turn in each week. If you adequately completed the written assignments for the week you will receive attendance credit for the week. If you copy another students' answers, neither of you will get credit.

## **Class Schedule**

This course runs from March 21 to April 8, 2022.

This is a correspondence course, which means you can complete the coursework at whatever time is most convenient for you during the week. Consider developing a routine of specific days/times each week when you do your coursework.

Expect that you will spend about **3 hours** each week on this class. You will receive a weekly course packet at the beginning of each week, and the course packet must be turned in by Sunday of each week. You may not get credit for coursework turned-in late.

## **Class Content**

We will cover the following course outcomes and concepts:

### **Course Objectives:**

1. Understand the value of collaboration in decision-making and problem-solving.
2. Discuss the relationship between decision-making and problem-solving.
3. Explore the decision-making process and discuss essential steps when making important decisions.
4. Compare individual and group decision-making.
5. Identify effective problem-solving techniques.
6. Identify barriers to creative and effective problem-solving.
7. Practice creative problem-solving and discuss barriers to creativity.

### **CONCEPTS**

1. The role of decision makers.
2. Types of decisions to be made.
3. Steps in the decision-making process might include defining the problem, developing possible solutions, gathering and evaluating information, making a decision, and evaluating the decision.
4. Individual and group decision-making.
5. Factors to keep in mind when making decisions.
6. Decision-making and problem-solving techniques include getting advice from others, analyzing a problem, brainstorming possible solutions, creative thinking, and being resourceful.
7. Barriers to problem-solving (e.g. perceptual, cultural, environmental, emotional)
8. The role of creativity in problem-solving and decision-making.
9. Problem-solving necessarily involves decision-making.
10. Barriers to creativity include fear of failure, lack of support, inability to see one's own creativity, black and white thinking, over-dependence on logic, and inability to focus because of distractions.

### **THEMES & ISSUES**

1. Problem-solving and decision-making play an important role in customer service.
2. Effective problem-solving and decision-making may require creativity.
3. The difference between problem-solving and decision-making.
4. Exploring and self-reflecting on areas of personal or interpersonal conflict.
5. Addressing ways in which individuals create barriers to effective problem-solving.