



MASTER COURSE OUTLINE

A. SMGT 1210 Problem Solving/Decision Making

B. COURSE DESCRIPTION:

This course emphasizes the skills and resources required to solve organizational problems, make better decisions, and achieve professional and organizational goals. There is an opportunity to practice various problem solving techniques on real problems in the workplace, as well as creative and critical thinking methods. Focus is on improvement of problem solving skills on the job through practical application.

(2 Cr – 2 lect, 0 lab)

C. **Core Theme: Critical Thinking

D. MAJOR CONTENT AREAS:

- Creative problem solving
- Making decision
- Evaluation techniques

E. GOAL TYPES, OBJECTIVES, AND OUTCOMES:

<u>GOAL</u>	<u>OBJECTIVES</u> Students will be able to	<u>OUTCOMES</u> The student will successfully
** <u>Critical Thinking</u>	analyze the logical connections among the facts, goals and implicit assumptions relevant to a problem or claim; generate and evaluate implications that follow from them.	1. diagram critical steps in solving problems.
<u>CS</u>	review case studies.	1. recognize, define, and solve a problem or potential problem in case studies.
<u>CS</u>	identify styles and approaches to problem solving.	1. complete a self-assessment to discover preferred problem-solving styles.
<u>CS</u>	understand decision making approaches, tools, and analyses.	1. perform a cost-benefit analysis. 2. compare and contrast decision-making.
<u>CS</u>	recognize creative methods to problem solving.	1. develop creative solutions to a workplace problem.
<u>CS</u>	discover and employ tools and methods supervisors can use in decision-making.	1. chart a decision tree which addresses a problem scenario.

<u>CS</u>	understand whom to involve in decision making.	1. identify problems to be solved by individuals, small groups, and large groups.
<u>CS</u>	identify sources of information for making and evaluating decisions.	1. brainstorm possible sources of information within an organization. 2. explain qualitative and quantitative approaches to evaluating decisions.
<u>CS</u>	understand how problem solving and decision-making relate to quality programs and continuous improvement efforts.	1. link the relationships between problem-solving, decision-making and workplace quality efforts.

F. SPECIAL INFORMATION:

This course may require use of the Internet, the submission of electronically prepared documents and the use of a course management software program. Students who have a disability and need accommodations should contact the instructor or the Student Success Center at the beginning of the semester. This information will be made available in alternative format, such as Braille, large print, or current media, upon request.

G. COURSE CODING INFORMATION:

Course Code A/Class Maximum 48; Letter Grade

Revision date: 04/20/11; 9/1/16

AASC Approval date: 9/20/16

*Riverland Community College Disciplines	MnTC Goal Number
Communication (CM)	1
Natural Sciences (NS)	3
Mathematics/Logical Reasoning (MA)	4
History and the Social & Behavioral Sciences (SS)	5
Humanities and Fine Arts (HU)	6

**Riverland Community College Core Themes	MnTC Goal Number
Critical Thinking (CT)	2
Human Diversity (HD)	7
Global Perspective (GP)	8
Ethical and Civic Responsibility (EC)	9
People and the Environment (PE)	10

*These five MnTC Goals have been identified as Riverland Community College Disciplines.

** These five MnTC Goals have been identified as Riverland Community College Core Themes.

NOTE: The Minnesota Transfer Curriculum “10 Goal Areas of Emphasis” are reflected in the five required discipline areas and five core themes noted in the Riverland Community College program of study guide and/or college catalog.

Riverland