

Summer School of Management 2024
Sustainability challenges in modern business
course syllabus

1. Course description

a. Course name

Problem-solving Skills Workshop

b. Lecturer

Aleksandra Kuźmińska-Haberla

c. Hours

5

d. General description – course content

The course aims to present students with the possibility of a creative approach to solving problems and show a practical use of a creative approach in a business context. The students will work on developing creativity and be familiarized with different approaches and methods of creative and innovative thinking, including the Creative Problem Solving method (assumptions, process, model, stages: clarification, ideation, development, implementation), the methodology of Design Thinking (assumptions and stages: empathization, problem definition, ideation, prototyping, testing), deBono hats, and Walt Disney's technique. Students will learn to use different tools, for example, 5W and 1H, Context mapping, Empathy map, SCAMPER, Storytelling, HMW, Word Dance, and others. Students will be able to test selected methods and tools on specific problems.

e. Learning outcomes

Knowledge:

1. Students know the concept of creative problem-solving.
2. Students know the concepts and assumptions of such methods as CPS, DT, and deBono hats.
3. Students know selected tools used in a creative approach to solving problems.

Skills:

1. Students can recognize situations when creative problem-solving can be used.
2. Students can select appropriate tools to solve problems effectively using a creative approach.

Competences:

1. Students are ready to work in a group.
2. Students are creative, open to suggestions, and aware of lifelong learning needs.

f. Literature

1. *Creative Problem Solving Tools & Techniques Resource Guide* (2015). Creative Education Foundation, Scituate.
2. <https://www.creativeeducationfoundation.org>
3. Nigel Cross (2023). *Design Thinking. Understanding How Designers Think and Work*, Bloomsbury Publishing.