

IB007-15 Problem-Solving in Organisations

26/27

Department

Warwick Business School

Level

Foundation

Module leader

Tamara Friedrich

Credit value

15

Module duration

10 weeks

Assessment

40% coursework, 60% exam

Study location

University of Warwick main campus, Coventry

Description

Introductory description

This is a core module for WBS Foundation Year students.

Problem-Solving is a core activity in all our daily lives, and there are many ways in which we naturally approach problems we face. Some of these approaches may be flawed, for instance when we fail to realise the biased ways we are looking at the world (biases in decision-making), considering too many options (maximising versus satisficing), failing to see the perspective of others (empathy and perspective taking), or considering the unintended or harmful downstream consequences of our actions (ethics and systems-thinking). We also often get stuck in our normal patterns of thinking and don't look for opportunities to do things differently (creative-problem-solving). Through this module, you will learn theory and techniques that will help you sidestep these issues and become better problem-solvers, and in doing so, also improve your communication, teamwork and leadership skills.

[Module web page](#)

Module aims

To equip students with the capacity to effectively communicate, solve problems and be creative and innovative in their work, learning and other daily tasks. Problem-solving skills can improve students' success in the classroom, in their daily lives and, more importantly, in their careers. Thus, the module will establish a valuable foundation-level capability that will help students improve their skills and raise their confidence levels for degree-level study, regardless of their chosen course.

Specific aims of the module include:

To promote an understanding of key definitions, concepts and theories in regards to organisational problem-solving.

To provide students with a foundational understanding of effective communication in organisations in order to facilitate decision making and problem-solving.

To promote an understanding of the key ways a leader can facilitate problem-solving.

To encourage recognition and understanding of common pitfalls or challenges in decision making, such as biases and ethical issues.

To encourage students to approach problems in a creative and innovative way.

To develop skills in solving problems as individuals as well as in a team.

To facilitate an understanding of the importance of creativity and innovation to organisations and society

To build students' confidence in applying problem-solving techniques, both as individuals and in teams.

To develop related personal skills such as leadership, teamwork and communication.

To introduce students to the field of social science, and to familiarise them with asking questions/delivering answers through research in this field.

Outline syllabus

This is an indicative module outline only to give an indication of the sort of topics that may be covered. Actual sessions held may differ.

Lecture topics may include but are not limited to:

Problem solving lenses (e.g., analytical thinking, systems thinking, design thinking, critical thinking, reflective thinking, ethical decision making)

Biases and errors in decision making

Organisational communication

Conflict and negotiation

Leadership and followership

Teamwork

Learning outcomes

By the end of the module, students should be able to:

- Define and accurately use different problem-solving concepts and strategies (e.g., creative problem-solving, critical thinking, systems thinking).
- Accurately identify common decision making biases.
- Differentiate between effective and ineffective behaviours in organisations related to common organisational practices, such as communication, teamwork, leadership, and followership.
- Situational awareness of problems and opportunities that require different problem-solving techniques.
- Creative problem-solving skills, including exploring problems/opportunities, generating ideas, evaluating and implementing ideas.
- Metacognition to recognize when they may fall into common decision making biases.

Indicative reading list

[Reading lists can be found in Talis](#)

Subject specific skills

Apply key communication techniques to effectively work on problems and present solutions.

Demonstrate leadership and followership skills.

Apply techniques to avoid common decision making errors (e.g., biases, unethical decisions).

Effectively apply the individual creative process to solve problems.

Effectively work together in teams to solve problems.

Transferable skills

Decide when and how to use different communication techniques.

Apply Leadership and followership skills.

Apply creative problem-solving skills.

Study

Study time

Type	Required
Lectures	10 sessions of 2 hours (13%)
Seminars	9 sessions of 1 hour (6%)
Total	150 hours

Type	Required
Private study	47 hours (31%)
Assessment	74 hours (49%)
Total	150 hours

Private study description

Private Study.

Costs

No further costs have been identified for this module.

Assessment

You do not need to pass all assessment components to pass the module.

Assessment group D

	Weighting	Study time	Eligible for self-certification
Assessment component			
Group Presentation (15 CATS)	20%	15 hours	No

Reassessment component

Individual Assignment	Yes (extension)
Individual Assignment - reassessment to replace group presentation	

Assessment component

Weekly Quiz	20%	15 hours	No
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Reassessment component

Individual Assignment	Yes (extension)
Individual Assignment - reassessment to replace Weekly Quiz	

Assessment component

	Weighting	Study time	Eligible for self-certification
Individual Assignment 1500 word limit + 15 min oral assessment	60%	44 hours	No

Reassessment component is the same

Feedback on assessment

Feedback will be provided via my.wbs.

[Past exam papers for IB007](#)

Availability

Courses

This module is Core for:

- UIBA-N404 Undergraduate Accounting and Finance (with Foundation Year and Placement/Undergraduate Partnership Programme)
 - Year 1 of N4N7 Accounting and Finance (Foundation Year and Intercalated)
 - Year 1 of N404 Accounting and Finance (Foundation Year and Placement)
 - Year 1 of N405 Accounting and Finance (Foundation Year and UPP)
 - Year 1 of N403 Accounting and Finance (with Foundation Year)
- Year 1 of UIBA-N403 Undergraduate Accounting and Finance (with Foundation Year)
- UIBA-N220 Undergraduate International Management (with Foundation Year)
 - Year 1 of N220 International Management (with Foundation Year)
 - Year 1 of N221 International Management with Accounting (with Foundation Year)
 - Year 1 of N226 International Management with Chinese (with Foundation Year)
 - Year 1 of N223 International Management with Digital Business (with Foundation Year)
 - Year 1 of N224 International Management with Entrepreneurship (with Foundation Year)
 - Year 1 of N222 International Management with Finance (with Foundation Year)
 - Year 1 of N227 International Management with French (with Foundation Year)
 - Year 1 of N225 International Management with Marketing (with Foundation Year)
 - Year 1 of N228 International Management with Spanish (with Foundation Year)
 - Year 1 of N229 International Management with Strategy and Organisation (with Foundation Year)
- UIBA-N20J Undergraduate Management (with Foundation Year and Placement Year/Undergraduate Partnership Programme)
 - Year 1 of N20J Management (Foundation Year and Placement)
 - Year 1 of N20K Management (Foundation Year and UPP)
 - Year 1 of N23H Management with Digital Business (with Foundation Year and

Placement Year)

- Year 1 of N23J Management with Entrepreneurship (with Foundation Year and Placement Year)
- Year 1 of N23G Management with Finance (with Foundation Year and Placement Year)
- Year 1 of N255 Management with Marketing (with Foundation Year and Placement Year)
- UIBA-N20E Undergraduate Management (with Foundation Year)
 - Year 1 of N20E Management (with Foundation Year)
 - Year 1 of N23N Management with Accounting (with Foundation Year and Placement Year)
 - Year 1 of N23M Management with Accounting (with Foundation Year)
 - Year 1 of N23E Management with Digital Business (with Foundation Year)
 - Year 1 of N23F Management with Entrepreneurship (with Foundation Year)
 - Year 1 of N23D Management with Finance (with Foundation Year)
 - Year 1 of N252 Management with Marketing
 - Year 1 of N254 Management with Marketing (with Foundation Year)
 - Year 1 of N23P Management with Strategy and Organisation (with Foundation Year)