

SYLLABUS
PART I
EDISON COMMUNITY COLLEGE
MGT 230S PROBLEM SOLVING AND DECISION MAKING
3 CREDIT HOURS

COURSE DESCRIPTION

Introduces the fundamentals of problem solving and strategic management. Designed to help students solve problems in a systematic approach, a needed skill for those working in professional capacities in the public, private and nonprofit sectors. Students will identify problem situations through situation appraisal, find and verify the true cause, develop an action plan, then identify potential problems with the action plan. Examines the decision analysis process commonly used in industry, develops problem solving skills, and encourages analyzing the solution for strengths and weaknesses. Lab fee.

COURSE GOALS

The student will:

Bloom's Level		Program Outcomes
3	1. Develop a systematic plan to resolve concerns.	4
3	2. Determine through problem analysis what should be happening, what is happening, and comparing and recognizing a difference.	4
3	3. Identify and establish the problem deviation by asking what, where, when, and to what extent.	4
5	4. List likely causes of the problem, evaluate ideas to find the probable cause and suggest ways to test the ideas.	4
3	5. Develop a rational process for making a choice or recommendation.	4
3	6. Determine future problems and opportunities.	4

CORE VALUES

The Core Values are a set of principles, which guide in creating educational programs and environments at Edison. They include communication, ethics, critical thinking, human diversity, inquiry/respect for learning, and interpersonal skills/teamwork. The goals, objectives, and activities in this course will introduce/reinforce these Core Values whenever appropriate.

TOPIC OUTLINE

1. Situation Appraisal
 - a. Identify Concerns
 - b. Set Priority
 - c. Plan Next Steps
 - d. Plan Involvement
2. Problem Analysis
 - a. Describe the Problem
 - b. Identify Possible Causes
 - c. Evaluate Possible Causes
 - d. True Cause
3. Decision Analysis
 - a. Clarify Purpose
 - b. Evaluate Alternatives
 - c. Assess Risks
 - d. Make Decision

SYLLABUS
PART I
EDISON COMMUNITY COLLEGE
MGT 230S PROBLEM SOLVING AND DECISION MAKING
3 CREDIT HOURS

4. Potential Problem (Opportunity) Analysis
 - a. Identify Potential Problems
 - b. Identify Likely Causes
 - c. Take Preventive Action
 - d. Plan Contingent Action and Set Triggers
 - e. Take Action
5. Management Presentations
 - a. Preparation of Presentation
 - b. Purpose of Presentation
 - c. Closing Remarks