

WSB University				
Field of study: Management				
Course: Problem Solving				
Educational profile: practical				
Education level: II - cycle studies				
Number of hours per semester	1		2	
	I	II	III	IV
Full-time studies (L/C/lab/pr/e)		8h C		
Part-time studies (L/C/lab/pr/e)				
CLASS LANGUAGE	English			
LECTURER	Mgr Maciej Stopa			
FORM	Classes (C)			
COURSE OBJECTIVES	The aim of the course is to enable students to practically apply selected tools and methods of organizational problem solving. Through teamwork, case study analysis, and workshop simulations, students will develop the ability to diagnose root causes, formulate evidence-based problem definitions, and evaluate alternative solutions. Emphasis is placed on effective communication, collaboration in culturally diverse teams, and the design of inclusive, data-informed strategies for solving real organizational challenges.			
Reference to learning outcomes - Field-related learning outcome EFMD	Description of learning outcomes			
	Description of learning outcomes		Teaching and learning methods	Verification of learning outcomes
Knowledge				
Business analysis and research methods LO4	Students know and understand the fundamental concepts and tools used in problem solving within organizations, including Lean principles, Ishikawa diagram, 5Why method, and the Pareto principle.		Teaching methods: - Interactive multimedia classes and case-based explanations supported by visual presentation. Learning methods: - Working in small groups - Mind maps - Ishikawa Diagram	Observation of teamwork and discussion of developed mind maps and diagrams.
	Students know the stages and principles of conducting facilitated workshops and understands creative techniques for generating solutions, such as brainstorming and reverse brainstorming.			
	Students understand the importance of communication barriers and teamwork in effective problem solving in an organizational context.			
Skills & Attitudes				

Business analysis and research methods LO4	Students are able to apply selected problem-solving tools (e.g. 5Why, Ishikawa diagram, Pareto analysis) to identify root causes of organizational issues based on qualitative and/or quantitative data. Students are able to analyze data related to organizational processes and formulate problem definitions and hypotheses based on evidence. Students are able to evaluate alternative solutions using data-driven reasoning and recommend the most effective option for improving a process or solving a problem.	Teaching methods: - Interactive multimedia classes and case-based explanations supported by visual presentation. Learning methods: - Working in small groups - Mind maps - Ishikawa Diagram	Observation of teamwork and discussion of developed mind maps and diagrams.
Intercultural Communication and Interpersonal Skills LO7 LO8 LO9	Students are able to collaborate effectively in culturally diverse teams, by applying appropriate communication strategies, adapting to team dynamics, and contributing constructively to solving shared organizational problems. Students are able to apply communication techniques such as feedback, negotiation, and conflict resolution in intercultural problem-solving contexts, demonstrating awareness of different cultural norms and communication styles. Students are able to design or recommend problem-solving strategies that reflect cultural sensitivity, promote equity and inclusion, and support effective collaboration in diverse organizational settings	Teaching methods: - Interactive multimedia classes and case-based explanations supported by visual presentation. Learning methods: - Working in small groups - Mind maps - Ishikawa Diagram	Observation of teamwork and discussion of developed mind maps and diagrams
Students' own workload (in didactic hours 1h=45 minutes)**			
Full- time Participation in lectures = Participation in classes = 8 Preparation to classes = 0,5 Preparation to lectures = Preparation to an examination = Project tasks = e-learning = Credit/examination = 1 others (indicate which) consultation = 3 TOTAL: 12,5 ECTS points: 0,5 Including practical classes: 8	Part-time Participation in lectures = Participation in classes = Preparation to classes = Preparation to lectures = Preparation to an examination = Project tasks = e-learning = Credit/examination = others (indicate which) = TOTAL: ECTS points: Including practical classes:		
PREREQUISITES	Basic knowledge of management.		

COURSE CONTENT (Division into contact hours and e-learning)	Contact hours: • Lean basics • Facilitated workshops • 5Why • Ishikawa diagram • Pareto principle • Brainstorm • reverse brainstorming • Communication barriers • Effective teamwork E-learning: Not applicable
LITERATURE (compulsory reading)	1. Friedrichs Olivier, Problem Solving: a systematic approach to solving problems, Tredition 2019. 2. Chris Griffiths, The creativ Thinking Handbook: Your Step-bystep Duide to Problem Solving in Business, Open Genius 2022
OPTIONAL LITERATURE	1. Wilson Graham, Problem Solving and Decision Making, 2000. 2. Proctor Tony, Creative Problem Solving for Managers, Taylor & Francis 2018.
SCHOLARLY PUBLICATIONS BY PERSONS WHO CONDUCT CLASSES, WHICH ARE RELATED TO THE MODULE SUBJECT	-
TEACHING AIDS	Laptop, multimedia projector
PROJECT (if implemented in the framework of a classes module)	Not applicable
FORM AND CONDITIONS OF ASSESSMENT CRITERIA FOR ASSESSING ACHIEVED LEARNING OUTCOMES.	Evaluation criteria: activity and assignments from classes: - 0-20 points – preparation mind map - 0-20 points – preparation Ishikawa Diagram - 0-10 - activity

* L-lecture, C- classes lab- laboratory, pro- project, e- e-learning