

WSB University				
Field of study: Management				
Course: Problem Solving				
Educational profile: general				
Education level: II - cycle studies				
Number of hours per semester	1		2	
	I	II	III	IV
Full-time studies (L/C/lab/pr/e)		6		
Part-time studies (L/C/lab/pr/e)				
CLASS LANGUAGE	English			
LECTURER	mgr Maria Rzepecka			
FORM	Lecture (L)			
COURSE OBJECTIVES	The aim of the course is to provide students with theoretical knowledge and practical understanding of key concepts, tools, and communication principles used in organizational problem solving. Students will learn how to analyze processes, identify root causes, and generate effective, data-driven solutions using methods such as Lean, the Ishikawa diagram, the 5Why method, and the Pareto principle. The course also develops students' awareness of teamwork dynamics, communication barriers, and the importance of cultural sensitivity in collaborative problem-solving contexts.			
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: - Lecture	Grading the test based on a predefined scoring scale
	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.	Learning methods: -Individual learning supported by digital tools - Written test	
Intercultural Communication and Interpersonal Skills LO7 LO8 LO9	The student knows and understands the principles of designing culturally sensitive solutions that promote inclusivity, equity, and collaboration in diverse organizational environments.	Teaching methods: - Lecture	Discussion observation
	The student knows communication techniques used in intercultural contexts, such as feedback, negotiation, and conflict resolution, and understands the significance of cultural norms and communication styles for effective team-based problem solving. The student knows and understands the principles of effective team collaboration, particularly in culturally diverse teams, including the importance of communication strategies, team dynamics, and effective contribution to joint tasks.	Learning methods: - Small groups discussions	
Skills & Attitudes			
Intercultural Communication and Interpersonal Skills LO7 LO8 LO9	The student demonstrates openness and respect towards different cultural perspectives and communication styles, recognizing their value in collaborative problem solving and decision-making in diverse teams	Teaching methods: - Lecture	Discussion observation
	The student shows responsibility for contributing to inclusive and effective teamwork, actively engaging in respectful communication and supporting constructive dialogue in culturally varied organizational settings.	Learning methods: - Small group discussions	
Full- time Participation in lectures = 6 Participation in classes = Preparation to classes = Preparation to lectures = 0,5 Preparation to an examination = Project tasks = e-learning = Credit/examination = 1 others (indicate which) - consultation= 5 TOTAL: 12,5 ECTS points: 0,5 Including practical classes:		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 3. Everyday Problem-Based Learning: Quick Projects to Build Problem-Solving Fluency / Brian Pete, Robin Fogarty. - ASCD, 2017.
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: written test Grading scale in test: 0-25 – 2,0 26-30 – 3,0 31-35 – 3,5 36-40 – 4,0 41-45 – 4,5 46-50 – 5,0

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