



**COURSE OUTLINE**  
**Palo Verde College**  
**One College Drive, Blythe, CA 92225**  
**(760) 921-5500**

Course Control Number: CCC000438649

Latest Revision: 12/8/09

Board Approval: 1/26/10

**1. Course Information. Course Initiator: Doretha Jones**

Subject Area and Course Number: <b>ABE 018</b>		Course Title: <b>Decision Making &amp; Problem Solving®</b>			
New Course <input type="checkbox"/> Revised <input type="checkbox"/> Updated <input checked="" type="checkbox"/>		Static ID <b>C01803A</b>		TOP Code <b>050600</b>	Credit Status Request <b>N=Noncredit</b>
Classification Code <b>L=Not Applicable</b>		SAM Code <b>C=Clearly occupational</b>			
Noncredit category <b>I=Short-term vocational</b>		Meets a unique need: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Course duplicated: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Demand/Enrollment Potential: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Transfer request <b>C=Non-transferable</b>		Articulation request: UC <input type="checkbox"/> CSU <input type="checkbox"/> CSU-GE <input type="checkbox"/> IGETC <input type="checkbox"/> CAN <input type="checkbox"/>			
Basic Skills <b>N=Not a Basic Skills Course</b>		Funding Agency <b>Y=Not Applicable</b>			Course Program Status <b>2=Stand-alone</b>
Co-Op Status <b>N=Not Part of a Co-Op Program</b>		Special Class Status <b>N=Course is Not a Special Class</b>			

2. Some or all aspects of this course may be delivered in a Distance Education mode: Yes  No   
 If checked yes, all questions pertaining to Distance Education must be answered.

3. This course has laboratory or clinic/field hours: Yes  No   
 If checked yes, this outline must include a list of laboratory or clinic/field activities or topics.

4. This course has prerequisites, co-requisites, or advisories: Yes  No   
 If checked yes, please complete a [Prerequisite Justification Form](#).

5. Curriculum Committee Approval Date: 12/17/09

6. After Curriculum Committee approval, the following is to be completed by the Office of Instruction:

TRANSFER APPROVAL STATUS	ARTICULATION APPROVAL STATUS					
	Approval Pending	Not Requested	Date of Submission	Approval Pending	Approval Denied	Date Approved
UC	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	
CSU	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	
CSU-GE	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	
IGETC	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	
CAN	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	

**CATALOG DESCRIPTION:**

This course is designed to introduce a student to decision making and problem solving. Emphasis will be placed on decision making and problem solving techniques. This course is repeatable.

**UNITS:**

FACE TO FACE:                      Hours Per Week: Lecture: 8    Laboratory:                      Clinic/Field:

**DISTANCE EDUCATION:**

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**ENTRY LEVEL SKILLS, PRE-REQUISITES, CO-REQUISITES AND ADVISORIES:**None

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**OBJECTIVES and LEARNING OUTCOMES:****Upon successful completion of the course the student will be able to:**

1. Differentiate the difference between decision making and problem solving.
  2. Recognize what is involved in decision making.
  3. Examine the steps of decision making.
  4. Identify various blocks to problem solving.
  5. Evaluate the elements involved in individual decision making as opposed to group decision making.
  6. Describe the difference between the problem solving techniques.
  7. Explain the importance utilizing creativity in problem solving.
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**COURSE OUTLINE AND SCOPE:****1. Outline of Topics or Content:**

- I. What is problem solving and decision making?
- II. Steps in the decision making process
  - A. Define the problem
  - B. Gather the facts and data
  - C. Organize information
  - D. Alternate solutions
  - E. Make a decision
  - F. Evaluate the solution
  - G. Individual vs. group decisions
    1. Advantages
    2. Disadvantages
- III. Blocks to problem solving
  - A. Perceptual
  - B. Cultural
  - C. Environmental
  - D. Emotional
  - E. Problem solving blocks in your workplace
- IV. Problem solving techniques
  - A. Brainstorming
    1. Round Robin
    2. Popcorn method
  - B. Force field analysis
  - C. Affinity diagram
  - D. Input from co-workers and supervisors
- V. Creativity and problem solving
  - A. Why creativity?
  - B. Barriers to creativity
    1. Fear of failure
    2. Lack of support
    3. Being practical
    4. Supervisor's shadow
    5. Distractions

**2. If a course contains laboratory or clinic/field hours, list activities or topics:**

**3. Examples of Reading Assignments:**

1. Textbook
2. Current articles in newspapers, magazines, and business periodicals
3. Materials distributed in class by Instructor

**4. Examples of Writing Assignments:**

Written case analysis

**5. Appropriate Assignments to be completed outside of class:**

1. Analyze case problems
2. Obtain articles from outside publications

**6. Appropriate Assignments that demonstrate critical thinking:**

1. Analyze case problems to determine facts, identify reasons, and apply the concepts learned in making decisions.
2. Utilize problem solving techniques in dealing with supervisory situations.

**7. Other Assignments:****8. Indicate any assignments that are unique to the Distance Education mode of delivery:****METHOD OF EVALUATION—FACE TO FACE:**

1. Oral and/or written case analysis
2. Oral and/or written action plan
3. Class participation
4. Role playing and classroom simulations

**METHOD OF EVALUATION—DISTANCE EDUCATION:****METHOD OF INSTRUCTION—FACE TO FACE:**

1. Lecture
2. Individual and group problem solving
3. Case analysis
4. Class discussions and presentations
5. Role playing and classroom simulations

**METHOD OF INSTRUCTION—DISTANCE EDUCATION:****REPRESENTATIVE TEXTBOOKS, AND OTHER READING AND STUDY MATERIALS:**

This section shall include author(s), title, and current publication date of all representative materials.

Pokras, *Systemic Problem-Solving and Decision Making*, Crisp Publishing Company

**SIGNATURES:**

**COURSE INITIATOR** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**LIBRARY** \_\_\_\_\_ **DATE** \_\_\_\_\_

**CHAIR OF CURRICULUM COMMITTEE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**SUPERINTENDENT/PRESIDENT** \_\_\_\_\_ **DATE:** \_\_\_\_\_