The University of Oklahoma
College of Continuing Education
Advanced Programs – Course Syllabus

Course Title:
Creative Problem Solving

Course Number:
HR 5073-220

Course Description:
The course will provide a variety of tools and techniques to address problem solving and the generation of ideas in the 21st century. The nature of creativity will be explored from the perspectives of the individual and organizations. Practical application exercises will be provided to allow students to draw from personal and professional experiences and to practice techniques to improve their creative thinking and problem solving skills.

Class Dates, Location and Hours:

Dates: October 25-30, 2011
Location: Naples, Italy. See Site Director for classroom site.
Hours: Tue-Fri 6:00-9:30 p.m.; Sat-Sun 8:30 a.m.-4:30 p.m.
Last day to enroll or drop without penalty: September 26, 2011

Site Director:
Rosalinda Archuleta Pintor. Phone: 39-081-568-6672; DSN 626-6672; Fax: 39-081-568-6671; DSN 626-6671; E-mail: apnaples@ou.edu

Professor Contact Information:
Course Professor: Nancy K. Hall, Ph.D.
Mailing Address: 14705 Maplelake Drive
Edmond, Oklahoma 73013
Telephone Number: (405) 753-9990
Fax Number: (405) 753-9990
E-mail Address: nancyhallou@sbcglobal.net
Professor availability: The professor will be available via e-mail to students before and after the class sessions. On-site office hours are half an hour before and after each class session, by appointment.

Textbook(s) and Instructional Materials:
Student materials are available at the Follett/AP Bookstore located in the Oklahoma Memorial Union, 900 Asp Ave., Norman, OK. Orders can be placed online at www.oklahomaunion.bkstr.com or by telephone at 866-369-9713 (toll free in the U.S.) or 405-325-5960 (outside the U.S.). E-mail orders may be sent to oklahomaunion@bkstr.com. Representatives are available from 8 a.m. to 6 p.m. CST Monday through Thursday and 8 a.m. to 5 p.m. CST on Friday. Summer hours: 8 a.m. to 4 p.m. CST. Faxed orders may be placed 24 hours a day to 866-223-5607 (toll free in the U.S.) or 405-325-1557 (outside the U.S.).


Note: The Follett/AP Bookstore is the Advanced Programs contractual textbook provider. Should text changes become necessary after publication of the course syllabus, Advanced Programs will facilitate text returns/refunds only for texts purchased through the Follett/AP Bookstore.

Course Objectives:
Upon completion of this course, students should be able to:

- Compare and contrast organizational and individual perspectives and creative problem solving.
- Integrate concepts of creativity and creative problem solving with human relations, methods and specific practical applications.
- Identify conceptual blocks to problem solving and different types of problems.
- Demonstrate effective problem solving techniques.
- Define creativity and explain its role in solving problems.
- Identify idea generation tools and problem solving models discussed in class.
- Define creative problem solving, its importance and applications.

Assignments, Grading and Due Dates:
1. Reading. Read the texts, 101 Creative Problem Solving Techniques and Cracking Creativity, prior to the first class meeting.

2. Pre-Class Paper. Five to seven pages double spaced, excluding cover & references. Identify a personal or professional issue you are facing or a problem in the state or nation that you believe could be improved. List and briefly discuss several ways to improve the situation using proper terms from creative thinking. Select one of your options and discuss why you chose it, how you and/or others would be involved, and if you believe the solution will be effective.

   Use APA Style: Publication Manual of the American Psychological Association (5th Edition), with tips found at these websites: http://www.apastyle.org, http://owl.english.purdue.edu/. No binder or folder is necessary. At least five scholarly sources should be used (in addition to these five, you may also use the texts). Try using a search engine such as LORA (part of the OU library system--http://libraries.ou.edu/eresources/LORA/) rather than just a general internet search engine.

3. Participation. A major portion of class time will be devoted to students actively participating in creative problem solving activities/exercises including discussions, facilitation, group work, and presentations. Attendance is required. Due to the intensive nature of Advanced Programs classes, missing all or part of even one session is the equivalent of missing weeks of a semester class. Class participation and attendance will be 40% of the course grade.

4. Paper. Use the Creative Problem Solving Survival Guide (included below) to analyze two different problems and their solutions. Use APA Style and your best judgment regarding the length of the paper. It needs to contain as many words as required to clearly and concisely answer all portions of the assignment. At least five scholarly sources should be used (in addition to these five, you may also use the texts). Due the second Friday of class (June 24th).

5. Final. In-class, last session.

Creative Problem Solving Survival Guide

1. Define the problem. Choose a problem relevant to something in your life and define all aspects of it.

2. Refine the problem. Narrow down the problem and generalize in terms of specific areas or concepts like maybe efficiency, management or leadership.

3. Who is involved? Who has power? What kind of power? Identify the people involved in the problem and decide who involved has the most control or power.
4. Who can be influenced and/or changed? Name people from the above list that can help you to generate a way to solve this problem creatively.

5. What are the key impediments to clearing up the problem? List all things that may stand in the way of solving the problem no matter what the solution may be.

6. Can they be thrown away, replaced, repaired? Name the impediments that are not causing the problem or that can be easily managed.

7. Where is the problem? Does location matter? Can location be changed? Name where the problem physically occurs and how that does or does not affect the problem. If it does affect the problem, decide how the location can be modified.

8. Risk Factors—What are they? Environment? Law? Resources? Situations? Name risks that must be taken or might occur when addressing this problem. Also name variables that might affect these risks.

9. Getting from Point A to Point B. Where is A? Where is B? List a step by step procedure to get from Point A to Point B. How can you go about getting from the problem to the solution? Keep in mind creative problem solving solutions.

10. Evaluate the above method. Which steps proved to be beneficial in your problem solving technique? Which steps did not add to your findings? Why?

**Creative Solutions**

- Make the problem more global and/or specific
- Separate the parts of the problem from the whole problem
- Change the words of your problem in some fashion
- Make positive action statements
- Switch perspectives on your problem
- Use multiple perspectives
- Use more questions to find a solution
- Mind Mapping
- Picasso's Technique
- Theme Mapping
- Lotus Blossom
- System Mapping
- Force Field Analysis
- Visual Brainstorming
- Defer judgment when looking for ideas
- Generate as many ideas as possible
- List ideas as they occur and keep a written record
- Constantly elaborate or improve ideas
- Allow subconscious to generate ideas by incubating their subject

**Grading:** This is a letter-graded course: A, B, C, D, or F.

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<thead>
<tr>
<th>Assignment</th>
<th>Due Date</th>
<th>Percent of Grade</th>
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<tbody>
<tr>
<td>Pre-class paper</td>
<td>First class meeting</td>
<td>20</td>
</tr>
<tr>
<td>Class participation/Attendance</td>
<td>All class sessions</td>
<td>40</td>
</tr>
<tr>
<td>Paper</td>
<td>During class session</td>
<td>20</td>
</tr>
<tr>
<td>Final examination</td>
<td>Last class meeting</td>
<td>20</td>
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**NOTICE:** Failure to meet assignment due dates could result in a grade of I (Incomplete) and may adversely impact Tuition Assistance and/or Financial Aid.
POLICIES AND NOTICES

Attendance/Grade Policy

Attendance and participation in interaction, individual assignments, group exercises, simulations, role playing, etc. are valuable aspects of any course because much of the learning comes from discussions in class with other students. It is expected that you attend all classes and be on time except for excused emergencies.

Excused absences are given for professor mandated activities or legally required activities such as emergencies or military assignments. Unavoidable personal emergencies, including (but not limited to) serious illness; delays in getting to class because of accidents, etc.; deaths and funerals, and hazardous road conditions will be excused.

If you are obtaining financial assistance (TA, STAP, FA, VA, Scholarship, etc.) to pay all or part of your tuition cost, you must follow your funding agency/institution’s policy regarding “I” (Incomplete) grades unless the timeline is longer than what the University policy allows then you must adhere to the University policy.

Students who receive Financial Aid must resolve/complete any “I” (Incomplete) grades by the end of the term or he/she may be placed on “financial aid probation.” If the “I” grade is not resolved/completed by the end of the following term, the student’s Financial Aid may be suspended make the student ineligible for further Financial Aid.

Students are responsible for meeting the guidelines of Tuition Assistance and Veterans Assistance. See the education counselor at your local education center for a complete description of your TA or VA requirements.

Academic Honesty

Honesty is a fundamental precept in all academic activities and … [you] have a special obligation to observe the highest standards of honesty. Academic misconduct in any form is inimical to the purposes and functions of the University and is therefore unacceptable and is rigorously proscribed. Academic misconduct includes:

- cheating (using unauthorized materials, information, or study aids in any academic exercise), plagiarism, falsification of records, unauthorized possession of examinations, intimidation, and any and all other actions that may improperly affect the evaluation of a student’s academic performance or achievement; assisting others in any such act; or attempting to engage in such acts.

All acts of academic misconduct will be reported and adjudicated as prescribed by the student code of the University of Oklahoma. All students should review the “Student’s Guide to Academic Integrity” found at http://www.ou.edu/provost/integrity

Accommodation Statement

The College of Continuing Education [Advanced Programs] is committed to making its activities as accessible as possible. For accommodations on the basis of disability, please contact your OU Site Director.

Course Policies

Advanced Programs policy is to order books in paperback if available. Courses, dates, and professors are subject to change. Please check with your OU Site Director. Students should retain a copy of any assignments that are mailed to the professor for the course.

Copyright

Any and all course materials, syllabus, lessons, lectures, etc. are the property of professor teaching the course and the Board of Regents of the University of Oklahoma and are protected under applicable copyright.

For more information about Advanced Programs, visit our website at: http://www.goou.ou.edu/
INSTRUCTOR VITA

Nancy K. Hall, Ph.D.

Education

• 1969 Bachelor of Arts Microbiology, Stanford University, Stanford, California
• 1976 PhD Veterinary Pathology, Kansas State University, Manhattan, Kansas
• 1968 National Research and Service Awards, National Institutes of Health Postdoctoral Fellowship

Current Positions

• Advanced Programs Professor
• David Ross Boyd Professor of Pathology, University of Oklahoma College of Medicine

Major Areas of Teaching and Research Interest

• Medical Ethics
• Organizational leadership and accreditation of medical schools.
• Curriculum development in adult learning.

Representative Honors and Awards Received

• Stanton L. Young Master Teacher
• Chair, General Meeting Program Committee, American Society for Microbiology
• Site Survey Team Secretary - Liaison Committee for Medical Education
• MD/PhD Program Director, University of Oklahoma Health Sciences Center
• Association of American Medical Colleges – Graduate Research, Education and Technology; Group of Education Affairs, Group on Student Affairs
• Co-Director, Faculty Leadership Program – University of Oklahoma Health Sciences Center
• Ambassador, Leadership Oklahoma