

MGT-487

Complex problem solving in organizations

Chevallier Arnaud

Cursus	Sem.	Type
Managmt, dur et tech	MA1	Obl.

Language of teaching	English
Credits	3
Withdrawal	Unauthorized
Session	Winter
Semester	Fall
Exam	During the semester
Workload	90h
Weeks	14
Hours	2 weekly
Courses	1.71 weekly
Number of positions	40

Il n'est pas autorisé de se retirer de cette matière après le délai d'inscription.

Remark

Courses given on IMD Campus.

Summary

As a professional you will need to solve all sorts of complex problems, requiring you to think strategically. This course develops your strategic thinking skills by giving you a three-step process and actionable tools that will be useful no matter the nature of the challenge you face.

Content

This course enables you to improve your problem-solving skills throughout the entire journey, including:

- Framing, where you identify what the problem is
- Exploring, where you identify potential solutions and what matters to you and your stakeholders in solutions
- Deciding, where you select the solution that, overall, best meets your needs.

Keywords

Strategy
Strategic thinking
Decision-making
Problem solving

Learning Outcomes

By the end of the course, the student must be able to:

- Establish a comprehensive problem-solving approach
- Define the problem in a synthetic frame
- Construct a clear map of the set of potential solutions
- Structure the analysis of the potential solutions
- Decide which solution offers the best tradeoffs
- Synthesize the analysis in a compelling argument
- Use judicious iterations and probabilistic thinking to manage key uncertainties

Transversal skills

- Access and evaluate appropriate sources of information.
- Continue to work through difficulties or initial failure to find optimal solutions.
- Demonstrate a capacity for creativity.
- Demonstrate the capacity for critical thinking

Teaching methods

DIDACTIC APPROACH AND CLASS ATTENDANCE:

This course uses a mix of flipped lectures (videos), class discussions, and projects.

Attendance to all sessions is mandatory. Any absence that hasn't been cleared with the instructor ahead of time may result in penalties up to a failing grade.

Assessment methods

There is no final exam. Instead, your assessment will be a mix of a group project (groups of three or four) and individual assessment.

More specifically:

- Class participation, including contributions to help others (in your group and other groups) = 25% (individual)
- Quality of synthesis report = 40% (group)
- Quality of take aways + quality of comments on others' take aways = 20% (individual)
- Contribution to making others in the group more successful as evaluated by peers = 15% (individual)

Resources

Virtual desktop infrastructure (VDI)

No

Bibliography

Chevallier, A. and A. Enders (2022). Solvable - A Simple solution to complex problems. Harlow, England, Pearson.

Ressources en bibliothèque

- [Solvable / Chevallier](#)

Websites

- <http://clearerthinking.org>
- <http://powerful-problem-solving.com>