

Problem Solving In Organizations A Methodological Handbook For Business And Management Students 2nd

Whether you are a student or a working professional, you can benefit from being better at solving the complex problems that come up in your life. Strategic Thinking in Complex Problem Solving provides a general framework and the necessary tools to help you do so. Based on his groundbreaking course at Rice University, engineer and former strategy consultant Arnaud Chevallier provides practical ways to develop problem solving skills, such as investigating complex questions with issue maps, using logic to promote creativity, leveraging analogical thinking to approach unfamiliar problems, and managing diverse groups to foster innovation. This book breaks down the resolution process into four steps: 1) frame the problem (identifying what needs to be done), 2) diagnose it (identifying why there is a problem, or why it hasn't been solved yet), 3) identify and select potential solutions (identifying how to solve the problem), and 4) implement and monitor the solution (resolving the problem, the 'do'). For each of these four steps - the what, why, how, and do - this book explains techniques that promotes success and demonstrates how to apply them on a case study and in additional examples. The featured case study guides you through the resolution process, illustrates how these concepts apply, and creates a concrete image to facilitate recollection. Strategic Thinking in Complex Problem Solving is a tool kit that integrates knowledge based on both theoretical and empirical evidence from many disciplines, and explains it in accessible terms. As the book guides you through the various stages of solving complex problems, it also provides useful templates so that you can easily apply these approaches to your own personal projects. With this book, you don't just learn about problem solving, but how to actually do it.

Solving complex problems and selling their solutions is critical for personal and organizational success. For most of us, however, it doesn't come naturally and we haven't been taught how to do it well. Research shows a host of pitfalls trips us up when we try: We're quick to believe we understand a situation and jump to a flawed solution. We seek to confirm our hypotheses and ignore conflicting evidence. We view challenges incompletely through the frameworks we know instead of with a fresh pair of eyes. And when we communicate our recommendations, we forget our reasoning isn't obvious to our audience. How can we do it better? In *Cracked It!*, seasoned strategy professors and consultants Bernard Garrette, Corey Phelps and Olivier Sibony present a rigorous and practical four-step approach to overcome these pitfalls. Building on tried-and-tested (but rarely revealed) methods of top strategy consultants, research in cognitive psychology, and the latest advances in design thinking, they provide a step-by-step process and toolkit that will help readers tackle any challenging business problem. Using compelling stories and detailed case examples, the authors guide readers through each step in the process: from how to state, structure and then solve problems to how to sell the solutions. Written in an engaging style by a trio of experts with decades of experience researching, teaching and consulting on complex business problems, this book will be an indispensable manual for anyone interested in creating value by helping their organizations crack the problems that matter most.

Problem Solving in Organizations A Methodological Handbook for Business and Management Students Cambridge University Press

This volume presents a state-of-the-science review of the most promising current European research -- and its historic roots of research -- on complex problem solving (CPS) in Europe. It is an attempt to close the knowledge gap among American scholars regarding the European approach to understanding CPS. Although most of the American researchers are well aware of the fact that CPS has been a very active research area in Europe for quite some time, they do not know any specifics about even the most important research. Part of the reason for this lack of knowledge is undoubtedly the fact that European researchers -- for the most part -- have been rather reluctant to publish their work in English-language journals. The book concentrates on European research because the basic approach European scholars have taken to studying CPS is very different from one taken by North American researchers. Traditionally, American scholars have been studying CPS in "natural" domains -- physics, reading, writing, and chess playing -- concentrating primarily on exploring novice-expert differences and the acquisition of a complex skill. European scholars, in contrast, have been primarily concerned with problem solving behavior in artificially generated, mostly computerized, complex systems. While the American approach has the advantage of high external validity, the European approach has the advantage of system variables that can be systematically manipulated to reveal the effects of system parameters on CPS behavior. The two approaches are thus best viewed as complementing each other. This volume contains contributions from four European countries -- Sweden, Switzerland, Great Britain, and Germany. As such, it accurately represents the bulk of empirical research on CPS which has been conducted in Europe. An international cooperation started two years ago with the goal of bringing the European research on complex problem solving to the awareness of American scholars. A direct result of that effort, the contributions to this book are both informative and comprehensive.

This concise introduction to the methodology of problem solving in organizations is an indispensable guide to the design and execution of practical business improvement projects in real organizational settings. The methodology is design-oriented and theory-informed. It encourages students to use the theory gained in their disciplinary courses by showing them how to do so in a fuzzy, ambiguous and politically charged, real-life organizational context. The book provides an in-depth discussion of the various aspects and steps of the process of business and organizational problem-solving. Rather than presenting the methodology as a recipe to be followed, the authors demonstrate how to adapt the approach to specific situations and to be flexible in scheduling the work at the various steps in the process. It will be indispensable to MBA and other students who venture outside the university walls to do real-life fieldwork.

Complex problem solving is the core skill for 21st Century Teams Complex problem solving is at the very top of the list of essential skills for career progression in the modern world. But how problem solving is taught in our schools, universities,

businesses and organizations comes up short. In *Bulletproof Problem Solving: The One Skill That Changes Everything* you'll learn the seven-step systematic approach to creative problem solving developed in top consulting firms that will work in any field or industry, turning you into a highly sought-after bulletproof problem solver who can tackle challenges that others balk at. The problem-solving technique outlined in this book is based on a highly visual, logic-tree method that can be applied to everything from everyday decisions to strategic issues in business to global social challenges. The authors, with decades of experience at McKinsey and Company, provide 30 detailed, real-world examples, so you can see exactly how the technique works in action. With this bulletproof approach to defining, unpacking, understanding, and ultimately solving problems, you'll have a personal superpower for developing compelling solutions in your workplace. Discover the time-tested 7-step technique to problem solving that top consulting professionals employ Learn how a simple visual system can help you break down and understand the component parts of even the most complex problems Build team brainstorming techniques that fight cognitive bias, streamline workplanning, and speed solutions Know when and how to employ modern analytic tools and techniques from machine learning to game theory Learn how to structure and communicate your findings to convince audiences and compel action The secrets revealed in *Bulletproof Problem Solving* will transform the way you approach problems and take you to the next level of business and personal success. "This concise introduction to the methodology of problem solving in organizations is an indispensable guide to the design and execution of practical business improvement projects in real organizational settings. The methodology is design-oriented and theory-informed. It encourages students to use the theory gained in their disciplinary courses by showing them how to do so in a fuzzy, ambiguous and politically charged, real-life organizational context. The book provides an in-depth discussion of the various aspects and steps of the process of business and organizational problem-solving. Rather than presenting the methodology as a recipe to be followed, the authors demonstrate how to adapt the approach to specific situations and to be flexible in scheduling the work at the various steps in the process. It will be indispensable to MBA and other students who venture outside the university walls to do real-life fieldwork"--

An easy read with clear examples and engaging stories, this book is a treat for leaders who are interested in totally transforming the way they work. Luckman and Flory help leaders and organizations shift from a solutions mindset to a problem-solving culture that results in flow and growth where everyone in the organization can become a winner. Anand V. Tanikella, Vice President R&D, Abrasives Worldwide, Saint-Gobain Luckman and Flory explain how to create a platform for change and a culture of meaningful continuous improvement through what they call "Problem Solving for Complexity." This approach is about engaging everybody in the organization to improve every aspect of how work gets done. Read this book if you want to be a real change leader, not just the person who goes around talking about the need for change. Robert Kessiakoff, Coach/Consultant, Partner LTGe, Sweden [This book] describes how the leader, through changing his or her own behaviors and practices, can transform an organization that is slow to adapt into one that solves problems organically. The book is an important read for leaders and managers at all levels. Peter Ward, Senior Associate Dean for Academics, Richard M. Ross Chair in Management, Professor of Management Sciences, Director, Center for Operational Excellence, Ohio State University Organizational transformation is difficult, and despite expensive continuous improvement programs, most change efforts fail. This pattern, James E. Luckman and Olga Flory argue, is due to the fact that most change efforts start with senior leaders assigning an external or internal consulting group to attempt to drive change from the top down. Leaders today can no longer roll out solutions in the hopes of seeing better results. What they can do is play an active role in helping to transform their organization from "blanket solutions" thinking to learning how to solve complex business problems in a rapidly changing world. Drawing upon decades of leadership experience and years of research with executives across many different industries, Luckman and Flory make a persuasive case that most companies have not been able to stay ahead in what is an increasingly turbulent business environment because they simply have not made the cultural changes required to do so. In discussing how to facilitate this culture change, the authors share a model for leadership designed to guide an organization to extraordinary new levels of performance by focusing on three key areas: building a framework for problem-solving, encouraging respectful communication, and accelerating the pace at which the organization learns. The result is more energized team members who are dedicated to their daily work in an organization that is better positioned to achieve operational excellence. Readers will also find powerful stories from executives who have effectively changed their approach to leadership, all of which serve to inspire more leaders to take the leap and become "problem-solvers for complexity." *Transforming Leader Paradigms* is a book about strengthening every organization's capacity to solve complex business problems. But, more importantly, it's about what leaders must change in themselves to help their team members solve problems methodically, start to look at the world differently using complexity theory, and understand what it means to create real value for customers. For leaders who are willing to examine their own behaviors, this book is a welcome change from the steady stream of business books on the market that emphasize charismatic and/or heroic leadership as the key to achievement and success.

Problem solving consists of using generic or ad hoc methods, in an orderly manner, for finding solutions to problems. Some of the problem-solving techniques developed and used in artificial intelligence, computer science, engineering, mathematics, medicine, etc. are related to mental problem-solving techniques studied in psychology. The term problem-solving is used in many disciplines, sometimes with different perspectives, and often with different terminologies. For instance, it is a mental process in psychology and a computerized process in computer science. Problems can also be classified into two different types (ill-defined and well-defined) from which appropriate solutions are to be made. Ill-defined problems are those that do not have clear goals, solution paths, or expected solution. Well-defined problems have specific goals, clearly defined solution paths, and clear expected solutions. These problems also allow for more initial planning than ill-defined problems. Being able to solve problems sometimes involves dealing with pragmatics (logic) and semantics (interpretation of the problem). The ability to understand what the goal of the problem is and what rules could be applied represent the key to solving the problem. Sometimes the problem requires some abstract thinking and coming up with a creative solution.

This accessible text provides a lively introduction to the essential skills of creative problem solving. Using extensive case-studies and examples from a range of business situations, it explores various problem-solving theories and techniques, illustrating how these can be used to solve a range of management problems. Thoroughly revised and redesigned, this new edition retains the accessible and imaginative approach to problem-solving skills of the first edition. Contents include: * blocks to creativity and how to overcome them * key techniques including lateral thinking, morphological analysis and synectics * computer-assisted problem solving * increased coverage of group problem-solving techniques and paradigm shift. As creativity is increasingly recognized as a key skill for successful managers, this book will be welcomed as a comprehensive introduction for students and practising managers alike.

This volume presents a distinctly multilevel perspective on creativity and innovation that considers individual-level, team-level, and firm-level factors. In illustrating these factors, this volume presents both theoretical and practical implications to guide researchers and practitioners alike in the continued study and advancement of creativity and innovation in organizations. Chapter authors not only discuss the abilities, personality, and motivational attributes that contribute to employee creativity, but they also address the impact of leadership and climate on

creative performance in teams. Subsequently, firm-level influences such as planning, learning, strategy, and professions that influence the success of creative and innovative efforts are examined. With contributions from leading scholars around the globe, this book offers a comprehensive review of creativity and innovation to assist researchers and practitioners in their quests to understand and improve organizational creativity and innovation. This is an essential resource for scholars, researchers, or graduate students interested in creativity, innovation, and organizational behavior.

The author presents a collection of ways to reap the proven human and corporate benefits of humor at work, organized by core business skill and founded on his own work as a business speaker and coach with the consulting company, Humor That Works.

This concise introduction to the methodology of Business Problem Solving (BPS) is an indispensable guide to the design and execution of practical projects in real organizational settings. The methodology is both result-oriented and theory-based, encouraging students to use the knowledge gained on their disciplinary courses, and showing them how to do so in a fuzzy, ambiguous and politically charged real life business context. The book provides in-depth discussion of the various steps in the process of business problem solving. Rather than presenting the methodology as a recipe to be followed, the authors demonstrate how to adapt the approach to specific situations and to be flexible in scheduling the work at various steps in the process. It will be indispensable to MBA students who are undertaking their own field work.

Breakthrough Problem Solving with Action Learning explores why and how action learning groups have been so successful and creative in solving complex problems. The text begins by briefly reviewing the theories that undergird the effectiveness of action learning, philosophically situating readers and pointing them in the direction of related academic works that they may wish to explore. It then turns to stories of how organizations have employed action learning in solving specific, often-encountered business problems. These cases not only serve as real-world models for how action learning can be successfully employed, but also offer inspiration and potential starting points and guidelines for other businesses that face similar problems. The book concludes with a cross-case analysis that pinpoints the ingredients necessary for breakthrough problem solving via action learning.

Lacking confidence in your decision-making abilities? This book will help you achieve a high level of confidence to make faster and more effective practical decisions for your school.

For the first time, David Benjamin and David Komlos of Syntegrity share their cutting-edge, highly engaging step-by-step formula for cracking incredibly knotty and important challenges in mere days, while mobilizing those who must execute. Foreword by Marshall Goldsmith, #1 NY Times bestselling author, Thinkers50 - #1 Executive Coach and the only two-time #1 Leadership Thinker in the World Complexity has met its match! Today, organizations are grappling with ambiguity, volatility and paradox surrounding the challenges they face. This is complexity. But too many leaders approach complexity the wrong way - they push their people harder and harder and tackle problems one at a time over months, sometimes even years, and nearly always in a linear fashion. It's like setting a pot of water on "low" and waiting for it to boil. To solve the seemingly intractable challenges that leaders bang their heads against for months - to get the metaphorical water to boil - you must generate a high amount of heat very quickly. In this book, the authors share their proven formula for dramatically shortening the process and solving an organization's toughest challenges in mere days.

Ziegenfuss presents a tested model for analysing organisation and management problems and a series of case studies to help the reader apply problem-solving to real experiences.

Today's organizations and corporations often encompass several different and somewhat independent branches, departments and specialized activities, employing a diversity of people. The coordination of all of the areas is essential to the success of an organization. Shows how to communicate effectively with people on whom managers rely but over whom they may exercise no authority. The problems of communicating within a superior-subordinate relationship and communicating laterally are addressed, and the basic linguistic and behavioral skills necessary for productive communication are developed. The interaction of what actually goes on within an organization and between its various groups are brought to light, and steps for communicating to effect coordination of these groups and the organization as a whole are detailed.

An indispensable guide enabling business and management students to develop their professional competences in real organizational settings, this new and fully updated edition of Problem Solving in Organizations equips the reader with the necessary toolkit to apply the theory to practical business problems. By encouraging the reader to use the theory and showing them how to do so in a fuzzy, ambiguous and politically charged, real-life organizational context, this book offers a concise introduction to design-oriented and theory-informed problem solving in organizations. In addition, it gives support for designing the overall approach to a problem-solving project as well as support for each of the steps of the problem-solving cycle: problem definition, problem analysis, solution design, interventions, and evaluation. Problem Solving in Organizations is suitable for readers with a wide range of learning objectives, including undergraduates and graduates studying business and management, M.B.A students and professionals working in organizations.

This volume examines problem solving and applied systems aimed at improving performance and management of organizations. The book's eight chapters are integrated into two parts: methodologies and techniques that discuss complex dynamic analysis of the organizations, participative processes for building trend scenarios, consultancy as a systemic intervention process, processes to promote innovative goals in organizations, and analytical processes and solid mathematical representation systems. The authors also include a model to urban parks location, an analytic model to urban services location, and a system to forecast demand with fuzzy sets. Describes methodologies to analyze processes in complex dynamic organizations, including as participative, interventional, innovative, and analytical approaches; Clarifies a strategies for providing structure to complex organizations and applying analytical methods to decision making; Illustrates problem holistic solving strategies; Explains how to approach several problems from a holistic point of view and how analyze the subjacent processes to make decisions.

Award-winning business performance improvement and Lean management expert Karen Martin diagnoses a ubiquitous business management and leadership problem—the lack of clarity—and outlines specific actions to dramatically improve organizational performance. Through her global consulting projects, keynote speeches, and work with thousands of leaders, Karen has seen first-hand how a pervasive lack of clarity strangles business performance and erodes employee engagement. Ambiguity is the corporate default state, a condition so prevalent that “tolerance for ambiguity” has become a clichéd job requirement. It doesn't have to be this way. In Clarity First, Karen provides methods and insights for achieving clarity to unleash potential, innovate at higher levels, and solve the problems that matter to deliver outstanding business results. Both a visionary road map and practical guide, this book will help leaders: •Identify and communicate the organization's true purpose •Set achievable priorities •Deliver greater customer value through more efficient processes •Provide greater transparency about true versus assumed performance

•Build strong problem-solving and critical thinking capabilities throughout the organization •Develop personal clarity to be a more direct, purposeful, and successful leader Eliminating ambiguity is the first step for leaders and organizations to achieve strategic goals. Learn how to gain the clarity needed to make better decisions, lead more effectively, and boost organizational performance. When it comes to leading an outstanding organization, every great leader needs Clarity First.

There is a tremendous need for computer scientists, data scientists, and software developers to learn how to develop Socratic problem-solving applications. While the amount of data and information processing has been accelerating, our ability to learn and problem-solve with that data has fallen behind. Meanwhile, problems have become too complex to solve in the workplace without a concerted effort to follow a problem-solving process. This problem-solving process must be able to deal with big and disparate data. Furthermore, it must solve problems that do not have a "rule" to apply in solving them. Moreover, it must deal with ambiguity and help humans use informed judgment to build on previous steps and create new understanding. Computer-based Socratic problem-solving systems answer this need for a problem-solving process using big and disparate data. Furthermore, computer scientists, data scientists, and software developers need the knowledge to develop these systems. Socrates Digital™ for Learning and Problem Solving presents the rationale for developing a Socratic problem-solving application. It describes how a computer-based Socratic problem-solving system called Socrates Digital™ can keep problem-solvers on track, document the outcome of a problem-solving session, and share those results with problem-solvers and larger audiences. In addition, Socrates Digital™ assists problem-solvers in combining evidence about their quality of reasoning for individual problem-solving steps and their overall confidence in the solution. Socrates Digital™ also captures, manages, and distributes this knowledge across organizations to improve problem-solving. This book also presents how to build a Socrates Digital™ system by detailing the four phases of design and development: understand, explore, materialize, and realize. The details include flow charts and pseudo-code for readers to implement Socrates Digital™ in a general-purpose programming language. The completion of the design and development process results in a Socrates Digital™ system that leverages artificial intelligence services from providers that include Apple, Microsoft, Google, IBM, and Amazon. In addition, an appendix provides a demonstration of a no-code implementation of Socrates Digital™ in Microsoft Power Virtual Agent.

Effective leadership and management create significant impacts upon any organization in the modern business realm. To maintain competitiveness and success, those in leadership roles must develop new and dynamic initiatives to solve problems that arise.

Comprehensive Problem-Solving and Skill Development for Next-Generation Leaders is a critical reference source for the latest academic research on the implementation of innovative qualities, strategies, and competencies for effective leadership and examines practices for determining solutions to business problems. Highlighting relevant coverage on facilitating organizational success, such as emotional intelligence, technology integration, and active learning, this book is ideally designed for managers, professionals, graduate students, academics, and researchers interested in research-based strategies for obtaining organizational effectiveness.

Senior experts within the Toyota Production System often draw simple maps when on the shop floor. These maps show the current physical flow of a product family and the information flow for that product family as the wind through a complex facility making many products. Much more important, these simple maps - often drawn on scrap paper - show where steps can be eliminated, flows smoothed, and pull systems introduced in order to create a truly lean value stream for each product family. In 1998 John Shook and Mike Rother of the University of Michigan wrote down Toyota's mapping methodology for the first time in Learning to See. This simple tool makes it possible for you to see through the clutter of a complex plant. You'll soon be able to identify all of the processing steps along the path from raw materials to finished goods for each product and all of the information flows going back from the customer through the plant and upstream to suppliers. In plain language and with detailed drawings, this workbook explains everything you will need to create accurate current state and future state maps for each of your product families and then to turn the current state into the future state rapidly and sustainably.

There are some events in life that are inevitable, and the emergence of problems in the workplace is one. Solutions sets out to provide remedies that are accessible, practical, meaningful, and final. Well organized, and referenced to specific operations, this book provides troubleshooting and other assistance, and serves as an encyclopedic reference for answers to organizational problems for managers and practitioners. All the functional activities and operations of organizations are included, so that almost any problem or issue that may occur will be addressed in one or more chapters. Readers will be able to quickly locate, understand and use a specific tool or technique to solve a problem. The different tools available are described, or a single most useful tool indicated. The tool is then explained in depth with an example of how it can be used. The strengths and weaknesses of individual tools are identified and there are suggestions for further help. Solutions is essential for anyone wanting to learn the basics of business problem solving and those who might know the basics but want to expand their understanding.

Do you work with anyone who thinks or acts differently than you? Would you like to have a better understanding of why they think and act the way they do? Would you like to learn how to create healthier and more productive relationships with your coworkers, including colleagues, direct reports, and even your boss? If you answered "yes" to any of these questions, then Solving the People Problem is the book for you. How well you interact with coworkers has an outsized impact on your career success. When you understand why your colleagues act and react the way they do, it's easy to avoid common distractions such as gossip, backstabbing, and miscommunication-distractions that result in decreased productivity, lost profits, and countless hours of personal frustration. Solving the People Problem walks you through every aspect of DISC-EQ, the language you need to understand and capitalize on the personality differences of the people around you. This book will develop your self-awareness and emotional intelligence, enabling you to become a driving force for team cohesion, effectiveness, and productivity within your organization. After buying the book, visit SolvingThePeopleProblem.com for your free bonus download. Just click the "Bonus Download" link at SolvingThePeopleProblem.com, complete the form, and enter your Amazon order number. Your free bonus will be emailed to you right away.

Drawing extensively from real-life cases, Policy Analysis as Problem Solving helps students develop the analytic skills necessary to advise government officials and nonprofit executives on a wide range of policy issues. Unlike other texts, Policy Analysis as Problem Solving employs a pragmatic, heterodox approach to the field. Whereas most texts on policy analysis are anchored in microeconomics, emphasizing economic efficiency, this book takes a broader view, using realistic examples to illustrate the full scope of policy analysis. The book provides succinct but thorough discussions of the key elements of the policy-analytic process, including problem definition, objectives and criteria, development of alternative policy options, and analysis of these alternatives. The text's practical approach and extensive downloadable resources—which include interviews, case studies, and further readings—will be of enormous benefit to both students and instructors of policy analysis.

How to take advantage of technology, data, and the collective wisdom in our communities to design powerful solutions to contemporary problems The challenges societies face today, from inequality to climate change to systemic racism, cannot be solved with yesterday's toolkit. Solving Public Problems shows how readers can take advantage of digital technology, data, and the collective wisdom of our communities to design and deliver powerful solutions to contemporary problems. Offering a radical rethinking of the role of the public servant and the skills of the public workforce, this book is about the vast gap between failing public institutions and the huge number of public entrepreneurs doing extraordinary things--and how to close that gap. Drawing on lessons learned from decades of advising global leaders and from original interviews and surveys of thousands of public problem solvers, Beth Simone Noveck provides a practical guide for public servants, community leaders, students, and activists to become more effective, equitable, and inclusive leaders and repair our troubled, twenty-first-

century world.

A concise introduction to the methodology of business problem solving for MBA students.

Note to Readers: Publisher does not guarantee quality or access to any included digital components if book is purchased through a third-party seller. Applied Problem-Solving in Healthcare Management is a practical textbook devoted to developing and strengthening problem-solving and decision-making leadership competencies of healthcare administration students and healthcare management professionals. Built upon the University of Minnesota Master of Healthcare Administration Program's Problem-Solving Method, the text describes the "never assume" mindset and the structured method that drive evidence-based, action-oriented problem-solving. The "never assume" mindset requires healthcare leaders to understand themselves and their stakeholders, and to engage in waves of divergent and convergent thinking. This structured method guides the problem solver through the phases of defining, studying, and acting on complex interrelated organizational problems that involve multiple root causes. The book also describes how the Problem-Solving Method is complementary to quality improvement methods and can be used in healthcare organizations along with Lean, Design Thinking, and Human Centered Design. Providing step-by-step instruction including useful tips, tools, activities, and case studies, this effective resource demonstrates the utility of the method for all types of health organization settings including health systems, hospitals, clinics, population health, and long-term care. For students taking health management, capstone, and experiential learning courses, including internship and residency projects, this book allows them to test and apply their problem-solving and decision-making skills to real-world situations. Beyond the classroom, it is an indispensable resource for organizations seeking to enhance the problem-solving skills of their workforce. The authors of the text have nearly 75 years of combined experience in healthcare management, leadership, and professional consulting, and teaching and advising healthcare administration students in classrooms, on student capstone, internship and residency projects, and case competitions. Synthesizing their expertise, this text serves as a guide for those who wish to strengthen their problem-solving abilities to systematically identify, analyze, study, and solve pressing organizational challenges in healthcare settings. Key Features: Describes a mindset and a structured problem-solving method that builds leadership competencies Encourages a step-by-step problem-solving approach to define, study, and act on problems to drive action-oriented solutions Supports experiential learning and coaching for students and professionals early in their careers, applicable especially to healthcare management, capstone, and student consulting courses, internship and residency projects, case competitions, and professional development in organizations Compares the Problem-Solving Method to other complementary methods used in many healthcare organizations, including Lean, Design Thinking, and Human Centered Design

Creative Approaches to Problem Solving (CAPS) is a comprehensive text covering the well-known, cited, and used system for problem solving and creativity known as Creative Problem Solving (CPS). CPS is a flexible system used to help individuals and groups solve problems, manage change, and deliver innovation. It provides a framework, language, guidelines, and set of easy-to-use tools for understanding challenges, generating ideas and transforming promising ideas into action. Features and Benefits: - Specific objectives in each chapter for the reader - This provides a clear focus for instruction or independent learning - Practical case study introduced in the beginning of each chapter and then completed as a "rest of the story" toward the end of the chapter - This feature provides an application anchor for the reader - Upgraded mix of graphics - These updated and refreshed graphics include tables, figures, and illustrative images that are designed to provide "pictures" to go along with the word. The aim has been to aid attention, retention, and practical application - Enhanced emphasis on flexible, dynamic process-- Enables users to select and apply CPS tools, components, and stages in a meaningful way that meets their actual needs - A framework for problem solving that has been tested and applied across ages, settings, and cultures-- Readers can apply a common approach to process across many traditional "boundaries" that have limited effectiveness. Creative Approaches to Problem Solving has been (and continues to be) used as a core text for faculty who are teaching courses in Creative Problem Solving or Creativity and Innovation as part of an MBA program, or in Education, a course on Creativity (often as a component of certification or endorsement requirements in gifted education). It is also used as a core text for those enrolled in professional development, continuing education, or executive education programmes.

How can we intervene in the systemic bureaucratic dysfunction that beleaguers the public sector? De Jong examines the roots of this dysfunction and presents a novel approach to solving it. Drawing from academic literature on bureaucracy and problem solving in the public sector, and the clinical work of the Kafka Brigade—a social enterprise based in the Netherlands dedicated to diagnosing and remedying bureaucratic dysfunction in practice, this study reveals the shortcomings of conventional approaches to bureaucratic reform. The usual methods have failed to diagnose problems, distinguish symptoms, or identify root causes in a comprehensive or satisfactory way. They have also failed to engage clients, professionals, and midlevel managers in understanding and addressing the dysfunction that plagues them. This book offers conceptual frameworks, theoretical insights, and practical lessons for dealing with the problem. It sets a course for rigorous public problem solving to create governments that can be more effective, efficient, equitable, and responsive to social concerns. De Jong argues that successfully remedying bureaucratic dysfunction depends on employing diagnostics capable of distinguishing and dissecting various kinds of dysfunction. The "Anna Karenina principle" applies here: all well functioning bureaucracies are alike; every dysfunctional bureaucracy is dysfunctional in its own way. The author also asserts that the worst dysfunction occurs when multiple organizations share responsibility for a problem, but no single organization is primarily responsible for solving it. This points to a need for creating and reinforcing distributed problem solving capacity focused on deep (cross-)organizational learning and revised accountability structures. Our best approach to dealing with dysfunction may therefore not be top-down regulatory reform, but rather relentless bottom-up and cross-boundary leadership and innovation. Using fourteen clinical cases of bureaucratic dysfunction investigated by the Kafka Brigade, the author demonstrates how a proper process for identifying, defining, diagnosing, and remedying the problem can produce better outcomes.

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