MGMT305

Problem Solving: Critical and Strategic Thinking

S1 Day 2017

Dept of Marketing and Management

Contents

General Information

Unit convenor and teaching staff
Unit Leader
Joseph McIvor
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Tuesday 1-3pm on teaching weeks, by appointment at other times.

Unit Moderator
Senia Kalfa
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Credit points
3

Prerequisites
Admission to BBusLeadCom and ((42cp at 100 level or above) including MGMT202)

Corequisites

Co-badged status

Unit description
In this unit students will be examining the skills and techniques for problem solving, critical decision making and strategic thinking, all to be used in an organisational context. Students will learn to be strategic thinkers in that the actions they undertake today will yield the best possible outcomes in the future for themselves and their organisations. Students will learn to make sense of a complex world and transform the way they think, behave and interact with others as a leader and individual. This unit will develop the students as strategic thinkers and problem solvers.

Important Academic Dates

Information about important academic dates including deadlines for withdrawing from units are available at https://www.mq.edu.au/study/calendar-of-dates

Learning Outcomes

On successful completion of this unit, you will be able to:

Describe the process for problem solving and understand the differences between various problem solving styles

Interpret, analyse, synthesise and evaluate a variety of viewpoints/ interpretations of a professional situation

Develop the ability to critique arguments/ information

Develop analysis collaboratively within a group

General Assessment Information

1. MGMT 305 seminars will NOT be recorded.

2. Attendance will be taken at each seminar.

3. Students are required to individually research and write their response to the problem-solving report and the self-reflective report. These are not collaborative exercises and must be the sole work of the individual student.

4. Students MAY be required to discuss their submitted report content with the Lecturer to ensure student authorship.

5. Teamwork is a component of this unit and failure to join a team, is at the detriment of the student. No student can undertake the group assessment task as an individual.

6. Students will need to note the different submission requirements for each assessment

7. In the event of a misadventure impacting your ability to submit an assessment, you will need to apply for Disruption to Study, as no extensions will be granted allowing students to submit an assessment task late. This is highlighted within the Assessment Task Section for each assessment.

8. All students will undertake a peer assessment on the contribution of team members in the group assignment.

Task	Weight	Due date	Linked learning outcomes	Linked graduate capabilities	Brief description
Individual essay	30%	11th April 2017 9am	1,2,3	1, 2, 3,8	1,500 word essay excluding bibliography
Group Assignment	40%	Week 11 in class	1,2, 4	1,2,3,8	10 minute video essay + supporting documents
Individual report	30%	6th June 2017 in class	1,2, 3	1, 2, 3,8	1,500 word report excluding bibliography

Assessment Tasks

Name	Weighting	Hurdle	Due
Individual essay	30%	No	11th April 2017 9am
Group assignment	40%	No	Week 11
Individual report	30%	No	Week 13

Individual essay

Due: **11th April 2017 9am**
Weighting: **30%**

Students are required to submit a 1,500 word essay, excluding bibliography, which makes use of the relevant literature to address a specific issue or question. The issue/question, marking criteria and a rubric will be made available on iLearn and questions on this assessment will be answered in the lecture.

Submission Details:

The essay is to be submitted through Turnitin on iLearn on **Tuesday 11th April 2017,9am (Week 7).** A hard copy is to be submitted to the lecturer in class.

Late Submission:

No extensions will be granted. There will be a deduction of 10% of the total available marks made from the total awarded mark for each 24 hour period or part thereof that the submission is late (for example, 25 hours late in submission - 20% penalty). This penalty does not apply for cases in which an application for Disruption of Studies is made and approved. No submission will be accepted after grades have been posted.

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Group assignment

Due: **Week 11**
Weighting: **40%**

Each group must choose an organisation with an apparently insoluble problem. As a member of a group you can produce an insightful video that communicates a solution to the problem. The work can take the form of animation or digital video using genres such as drama, documentary, investigative news reports, and so on. You should aim for the best quality production you can with the resources you have.

Half of the mark for this assessment will be assigned to individual performance. That is, 20% allocated to the mark of the group as a whole, and 20% to the performance of the individual, for a total of 40%. Marking criteria and a rubric will be made available on iLearn and questions on this assessment will be answered in the lecture.

Submission details:

Supporting documents are be submitted through Turnitin on iLearn by Tuesday 23rd of May 2017 at 9am. Hard copies of the video essay and supporting documents are to be submitted to the lecturer in class.

A Turnitin originality report and assessment marking sheet will be attached to each report upon submission.

Late Submission:

No extensions will be granted. There will be a deduction of 10% of the total available marks made from the total awarded mark for each 24 hour period or part thereof that the submission is late (for example, 25 hours late in submission - 20% penalty). This penalty does not apply for cases in which an application for Disruption of Studies is made and approved. No submission will be accepted after grades have been posted.

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- Develop analysis collaboratively within a group

Individual report

Due: **Week 13**
Weighting: **30%**

Students are required to submit a 1,500 word report, excluding bibliography, presenting possible solutions to a problem-solving scenario. Marking criteria and a rubric will be made available on iLearn and questions on this assessment will be answered in the lecture. This is an individual assignment whose purpose is for you to make use of the concepts, frameworks, and models as encountered in the course.

Submission details:

The report is to be submitted through Turnitin on iLearn on Tuesday 6th June 2017 at 9am. A hard copy is to be submitted to the lecturer in class. Marking criteria and a rubric will be made available on iLearn and questions on this assessment will be answered in the lecture.

A Turnitin originality report and assessment marking sheet will be attached to each report upon submission.

Late Submission:

No extensions will be granted. There will be a deduction of 10% of the total available marks made from the total awarded mark for each 24 hour period or part thereof that the submission is late (for example, 25 hours late in submission - 20% penalty). This penalty does not apply for cases in which an application for Disruption of Studies is made and approved. No submission will be accepted after grades have been posted.

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Delivery and Resources

1. This unit is comprised of weekly seminar classes comprising a three hour duration of lecture content, activities and exercises.

2. The class is held every 9-12pm at E3A 165 (see http://timetables.mq.edu.au)

3. Attendance will be taken in the class. Attendance at class will allow the student to gain the maximum benefit, as will be the expected interaction within the class environment

4. To pass this course, students need to achieve an overall grade of 50%.

5. Students are expected to have read prescribed material before class, join in discussion and attempt all assessments. Reflection is critical to integrating unit material. Therefore, active participation in discussions and exercises is of utmost importance not only to the participating student but to the whole class.

6. Staff will respond to emails within 48 hours. Staff will not respond to emails on weekends or public holidays.

7. Students are expected to arrive on time and not leave until class ends.

8. Mobile phones are to be set on silent during class. Texting or other mobile phone activity during class is distracting to the student concerned, the lecturer and other students and is strictly forbidden. Students violating this requirement will be asked to leave the class.

9. Students checking their social media accounts during class may be asked to leave the class.

10. Photography as well as audio/video recording of classes by students is not permitted.

Required and Recommended Texts and/or Materials Prescribed Text There is NO prescribed text for this unit, but various readings and other materials will be made available via E-Reserve.

Technology Used and Required Students are required to have access to a personal computer and familiarise themselves with iLearn (https://ilearn.mq.edu.au/login/MQ/). iLearn will be used to post lecture slides, assessment details, student grades and as a means of communication between staff members and students. If you have difficulties logging on to iLearn, please contact the university's technical support staff. Do not contact the lecturer as he is not be able to help you with technical queries. Students are expected to check their university email account and contact the teaching staff through it. Gmail, hotmail and other personal email accounts are often blocked through the university's spam filter; communicating through those risks that your query

will not be answered.

Unit Web Page The web page for this unit can be found at: iLearn http://ilearn.mq.edu.au

Unit Schedule

A detailed unit schedule will be made available via iLearn.

Policies and Procedures

Macquarie University policies and procedures are accessible from Policy Central. Students should be aware of the following policies in particular with regard to Learning and Teaching:

Academic Honesty Policy http://mq.edu.au/policy/docs/academic_honesty/policy.html

Assessment Policy http://mq.edu.au/policy/docs/assessment/policy_2016.html

Grade Appeal Policy http://mq.edu.au/policy/docs/gradeappeal/policy.html

Complaint Management Procedure for Students and Members of the Public http://www.mq.edu.au/policy/docs/complaint_management/procedure.html

Disruption to Studies Policy (in effect until Dec 4th, 2017): http://www.mq.edu.au/policy/docs/disruption_studies/policy.html

Special Consideration Policy (in effect from Dec 4th, 2017): https://staff.mq.edu.au/work/strategy-planning-and-governance/university-policies-and-procedures/policies/special-consideration

In addition, a number of other policies can be found in the Learning and Teaching Category of Policy Central.

Student Code of Conduct

Macquarie University students have a responsibility to be familiar with the Student Code of Conduct: https://students.mq.edu.au/support/student_conduct/

Results

Results shown in *iLearn*, or released directly by your Unit Convenor, are not confirmed as they are subject to final approval by the University. Once approved, final results will be sent to your student email address and will be made available in eStudent. For more information visit ask.mq.edu.au.

Student Support

Macquarie University provides a range of support services for students. For details, visit http://students.mq.edu.au/support/

Learning Skills

Learning Skills (mq.edu.au/learningskills) provides academic writing resources and study strategies to improve your marks and take control of your study.

- Workshops
- StudyWise

- [Academic Integrity Module for Students](#)
- [Ask a Learning Adviser](#)

Student Services and Support

Students with a disability are encouraged to contact the [Disability Service](#) who can provide appropriate help with any issues that arise during their studies.

Student Enquiries

For all student enquiries, visit Student Connect at [ask.mq.edu.au](#)

IT Help

For help with University computer systems and technology, visit [http://www.mq.edu.au/about_us/offices_and_units/information_technology/help/](#).

When using the University's IT, you must adhere to the [Acceptable Use of IT Resources Policy](#). The policy applies to all who connect to the MQ network including students.

Graduate Capabilities

Capable of Professional and Personal Judgement and Initiative

We want our graduates to have emotional intelligence and sound interpersonal skills and to demonstrate discernment and common sense in their professional and personal judgement. They will exercise initiative as needed. They will be capable of risk assessment, and be able to handle ambiguity and complexity, enabling them to be adaptable in diverse and changing environments.

This graduate capability is supported by:

Learning outcomes

- Describe the process for problem solving and understand the differences between various problem solving styles
- Develop analysis collaboratively within a group

Assessment tasks

- Individual essay
- Group assignment
- Individual report

Discipline Specific Knowledge and Skills

Our graduates will take with them the intellectual development, depth and breadth of knowledge, scholarly understanding, and specific subject content in their chosen fields to make them competent and confident in their subject or profession. They will be able to demonstrate, where relevant, professional technical competence and meet professional standards. They will be able

to articulate the structure of knowledge of their discipline, be able to adapt discipline-specific knowledge to novel situations, and be able to contribute from their discipline to inter-disciplinary solutions to problems.

This graduate capability is supported by:

Learning outcomes

- Describe the process for problem solving and understand the differences between various problem solving styles
- Interpret, analyse, synthesise and evaluate a variety of viewpoints/ interpretations of a professional situation
- Develop the ability to critique arguments/ information

Assessment tasks

- Individual essay
- Group assignment
- Individual report

Critical, Analytical and Integrative Thinking

We want our graduates to be capable of reasoning, questioning and analysing, and to integrate and synthesise learning and knowledge from a range of sources and environments; to be able to critique constraints, assumptions and limitations; to be able to think independently and systemically in relation to scholarly activity, in the workplace, and in the world. We want them to have a level of scientific and information technology literacy.

This graduate capability is supported by:

Learning outcomes

- Describe the process for problem solving and understand the differences between various problem solving styles
- Interpret, analyse, synthesise and evaluate a variety of viewpoints/ interpretations of a professional situation
- Develop the ability to critique arguments/ information

Assessment tasks

- Individual essay
- Group assignment
- Individual report

Problem Solving and Research Capability

Our graduates should be capable of researching; of analysing, and interpreting and assessing data and information in various forms; of drawing connections across fields of knowledge; and

they should be able to relate their knowledge to complex situations at work or in the world, in order to diagnose and solve problems. We want them to have the confidence to take the initiative in doing so, within an awareness of their own limitations.

This graduate capability is supported by:

Learning outcomes

- Describe the process for problem solving and understand the differences between various problem solving styles
- Interpret, analyse, synthesise and evaluate a variety of viewpoints/ interpretations of a professional situation
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Assessment tasks

- Individual essay
- Group assignment
- Individual report

Research & Practice, Global contexts & Sustainability

1. This unit draws on extensive research from numerous sources.

2. Conducting research independently is encouraged and rewarded

3. Issues of global concern sustainability are integrated throughout the unit, with sustainability explicitly discussed in class. However you must keep in mind that this unit is very much driven by student activities and it is therefore one of your responsibilities to raise issues related to research, sustainability and and global context.