

COMPLEMENTARY TRAINING MANUAL FOR USERS

SKILL DEVELOPER: Association ARID

NAME OF THE SKILL: COMPLEX PROBLEM SOLVING

According to Helen Fenton, complex problem solving (CPS) “is concerned with applying logic and using imagination to devise intelligent solutions to problems and is a much-needed skill in a number of industries”. In a report called *The Future of Jobs* made by World Economic Forum complex problem solving is the first top skill that is desired by 2020. CPS is a capacity “to solve novel, ill-defined problems in complex, real-world settings”. CPS is connected with mental elasticity to solve problems we have never seen before and with ability to solve them in a constantly changing reality. CPS contains some key skills like: active listening, analysis, research, creativity, communication, dependability, decision making and team-building.

COMPETENCES:

- Developing ability to solve complex problems
- Improving creativity
- Application of complex problem solving skill to the workplace
- Using complex problem solving skill in team-work
- Increasing productivity

OBJECTIVES:

- Understand the value of complex problem solving skill
- Get knowledge about ways of solving complex problems
- Raise awareness of a need for complex problem solving in a professional world
- Highlighting dangers and risks connected to complex problem solving skill

OUTCOMES:

- Develop CPS in a workplace
- Implement CPS in a labour context
- Use CPS in job searching and building one’s career
- Make workers more aware of the need of CPS in their professional life

INFO ABOUT THE EXPERT:

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The company: Pontifical University of John Paul II in Cracow is a Catholic university headquartered in Cracow. The university conducts research and teaching activities at six faculties: Philosophy, Theology, History and National Heritage, Social Sciences, Canon Law and out-of-town Theology (in Tarnów).

HOW TO IMPROVE THIS SPECIFIC SKILL:

- Link to the podcast:
 - <http://lacjum.8p.pl/fs2022/IO1/pod/6/1.mp3>

- Bibliography:
 - *Complex Problem Solving*. J.R. Stenberg, P. Frensch (1991).
 - *Complex Problem Solving: The European Perspective*. P. Frensch, J. Funke (1995).
 - Problem-Solving Skills: Definitions and Examples
<https://www.indeed.com/career-advice/resumes-cover-letters/problem-solving-skills>
 - The 3 C's: Complex Problem Solving, Creativity and Critical Thinking – Core Soft Skills Required in the Workplace of the 4th Industrial Revolution
<https://innovationmanagement.se/2019/11/08/the-3-cs-complex-problem-solving-creativity-and-critical-thinking-core-soft-skills-required-in-the-workplace-of-the-4th-industrial-revolution/>
 - 10 Job Skills You'll Need in 2020 and Beyond
<https://www.hrvisionevent.com/content-hub/10-job-skills-youll-need-in-2020-and-beyond/>



- Videography:
 - How to solve complex problems? – The six-step strategy for problem solving
<https://www.youtube.com/watch?v=OWkdfuQXlw8>
 - How to solve complex problems in days
<https://www.youtube.com/watch?v=VnD3bxhe6Xc>
 - Jordan Peterson on Solutions for Very Complex Problems
<https://www.youtube.com/watch?v=anRHM5H4iz8>

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