

## 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 the 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:

- Learning about communication 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:

- Learn the ways of cooperation in difficult situations
- 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 complex problem solving skill in a workplace
- Implement complex problem solving in a labour context
- Use complex problem solving in job searching and building one’s career

- Make workers more aware of the need of complex problem solving in their professional life

### INFO ABOUT THE EXPERT:

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**Short bio:** She has a PhD degree in social sciences. She is a mediator, psychotherapist, social skills and leadership trainer. Certified supervisor of social work. She has over 25 years of professional experience in social services and managing social services organizational units.

**Position.** Assistant professor at the Institute of Social Work of the Faculty of Social Sciences at the Pontifical University of John Paul II in Cracow.

**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/6/2.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 4<sup>th</sup> 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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