**Chapter 11: Problem Solving**

**Class Activities**

**Activity 1: FORCE FIELD ANALYSIS**

Objective: To apply force field analysis to a problem.

Activity: Ask the class to come up with a plan that involves change for students at the university. Instructor may help generate ideas, though having students come up with their own will make activity more interesting and engaging. Using instructions at <http://www1.umn.edu/ohr/prod/groups/ohr/@pub/@ohr/documents/asset/ohr_asset_310480.pdf>, have students complete activity in small (4-5 member) groups.

**Activity 2: CRITERIA MATRIX**

Objective: To have students use the criteria matrix.

Activity: Ask the class to come up with a problem faced by the university or which alternate solutions can be generated. Instructor may help generate ideas, though having students come up with their own will make activity more interesting and engaging. (Parking is a viable problem). Have smaller groups come up with solutions to the problem. Then have them use the criteria matrix described in Levi 5e to evaluate the alternative solutions.

Discussion: What criterion or criteria were most important? What other criteria could be considered?

**Activity 3: NOMINAL GROUP TECHNIQUE**

Objective: To re-introduce students to the utility of the nominal group technique, particularly to group problem-solving.

Activity: Ask the class to come up with a problem faced by the university. Instructor may help generate ideas, though having students come up with their own will make activity more interesting and engaging. Divide students into groups of 4-5 and have them come up with a solution to the problem.

Discussion: How did the NGT help overcome common problems that occur in groups? How did the process compare to traditional group problem-solving?