

PD6 provides students with the skills and knowledge needed to effectively solve problems. Students identify who they are as problem solvers and develop their problem-solving skills through personal reflection and case studies. Before taking PD6, I approached problems without analyzing it comprehensively, coming up of one or two possible solutions, and rarely have a detailed plan of how to implement the solution. This course has improved my problem-solving skills through a series of instructional videos. These videos provide an introduction to different problem solving tools, such as the Fishbone Diagram, Weight-Matrix Comparison, The Disney Creative Strategy, and Step-by-Step Implementation Plan. Upon successful completion of this course, I have developed a new and improved problem-solving action plan. This plan has several steps:

- identify and research exceptional problems;
- analyze a problem by identifying the causes, stakeholders, and risks associated with the problem;
- use either divergent or convergent problem solving style
- generate creative solutions to a problem;
- apply decision-making tools to possible solutions in order to identify the best solution;
- monitor and revise a solution;
- create an implementation plan;
- identify and minimize the impact of potential barriers to problem solving;
- and plan for a difficult conversation.