

SHORT COURSE: DESIGN THINKING FOR PROBLEM SOLVING

MILPARK
BUSINESS SCHOOL

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QUALIFICATION:
SHORT COURSE:
DESIGN THINKING
FOR PROBLEM
SOLVING

DETPSO-OS

MODE OF DELIVERY:

Online



DEVELOPING ETHICAL LEADERS FOR THE COMMON GOOD.

PROGRAMME PURPOSE

Design thinking is a problem-solving approach that places the human context at the centre of the problem-solving process. It is an iterative process that uses a myriad of creative thinking tools and techniques to understand the problem or challenge, as well as the people affected by it. It also aims to explore possible solutions, and it prototypes and obtains feedback early in the process in order to make necessary adjustments. Students are exposed to the design-thinking methodology and some creative tools that can be used during the problem-solving process.

The purpose of this course is to enable participants to creatively solve problems in a familiar environment, and thereby capitalise on opportunities through the application of human-centred design thinking principles. Delegates will explore ways of understanding and framing problems, as well as the principles of testing and prototyping systems, services and products – even before they are perfected.

PROGRAMME OUTCOMES

Upon successful completion of this course, the participants will be able to do the following in the context of the targeted organisation(s):

- Integrate different ways of thinking to reframe problem-solving aptitude.
- Outline a problem or opportunity.

- Apply design thinking principles to solve business challenges.
- Develop a project charter and project plan.
- Incorporate feedback regarding a solution, based on evaluation.
- Draft an integrative design to address a business challenge or opportunity.

PROGRAMME STRUCTURE

The following key topics are covered in the course:

- Mindsets required for the design thinking approach
- Contextualise a problem or challenge
- Position a design problem or challenge
- Generate ideas for potential solutions to the design problem or challenge
- Proposition a potential solution to the design problem or challenge
- Pitch a design solution.

MODULE DESCRIPTIONS

Online Short Course Design Thinking for Problem Solving DETPSO-OS.

DURATION

This course will run over a period of six weeks from Tuesday to Monday every week.

TOMORROW IS BEAUTIFUL

ADMISSION REQUIREMENTS

- Open enrolment
- Literacy at NQF Level 7 or equivalent is recommended
- English proficiency required.

English proficiency

Applicants are required to be proficient in English prior to admission to the course. Applicants whose first language is not English may be required to provide proof of proficiency.

ACCESS TO TECHNOLOGY

Milpark provides students with materials, resources, formative assessments (including online tests and quizzes), discussion opportunities and a number of administrative services as part of the *myMilpark* and *myCourses* online tuition and support environments. Course materials direct students to additional external resources in the form of links to downloadable documents, websites and videos.

Having access to the above online facilities is essential for efficient communication, learning and success. You will need continuous (daily) access to study, using the resources mentioned above, and to submit and receive your assignments.

Minimum system requirements

1. Reliable broadband internet access
2. Firefox/Chrome/Edge web browser
3. Microsoft Word
4. PDF Viewer
5. Ability to scan and upload documents
6. Email/cellphone for notification and communication
7. Access to Microsoft 365 using Milpark student credentials.

STUDENT SUPPORT

Library access

The Milpark Library provides access to e-books in a virtual library called Cyberlibris (Scholartext). Lecturers may create smart bookshelves per course or module for students to access (these shelves can contain prescribed and recommended books). Students can also create their own personal smart bookshelves containing resources for their studies. Having access to a digital library means that thousands of students can access books and resources from anywhere at the same time online. There is no need to make reservations and requests, and no limit to the time a student has to access a book. With Cyberlibris, students also have access to full-text resources via ProQuest (global), Ebsco (global) and Sabinet (South African publications), to assist with research and to enrich their learning experience. Access to the Library is included in the module fee.

Tutor

Comprehensive student support services are available. Students are provided with administrative support by Student Services. To assist with understanding content, students have access to tutors whom they can contact individually. Students who experience study and/or personal problems have access

to a student counsellor. All support services are available to registered students via *myMilpark* (*myCourses*).

ASSESSMENT

An integrated approach to assessment is applied. The practical nature of the course is emphasised in all assessments. The following are examples of assessments/activities that you could be exposed to during your course:

- Online quiz or online test
- Individual and/or group assignments with open-ended questions
- Online discussion forums with other students and your course lecturer
- Watching videos and summarising the main points
- Reading and engaging with study material, articles or information on websites
- Researching a specific topic and summarising your findings.

The exact structure of your assessments will be communicated to you in a detailed assessment plan when the course commences. A minimum final mark of 50% will be required in order to complete the course successfully.

CERTIFICATION

At the end of the course, candidates will be certified according to the following requirements:

Certificate of attendance: 85% attendance with meaningful participation.

Certificate of competence: A final mark of 50%, with a sub-minimum of 40% in the summative assessment. In addition, successful candidates receive a statement of results and may qualify for exemptions in line with the prevailing requirements.

The course fees include access to the online environment (including library services) for the full duration of the course, all study material, access to the lecturer online and one cycle of assessments.

FURTHER INFORMATION

For client-specific queries, please contact: corptraining@milpark.ac.za

DISCLAIMER

The content of this brochure is accurate at the time of going to print. Milpark Education reserves the right to change the course content due to changes in legislation, market requirements and other reasons. Notice of such changes will be published on our website.