

WORK 225 Decision Making & Problem Solving



Course Information

Semester & Year: Fall 2025

Course ID & Section #number: WORK 225 Section: V0773

Instructor's name: Amy Berkowitz

Day/Time of required meetings: Monday/Wednesday 6:30-8:30pm November 10-November 19

Location: Online via TechConnectZoom (in Canvas)

Course units: None (noncredit)



Instructor Contact Information

Office location: Online

Office hours: By appointment

Email address: amy-berkowitz@redwoods.edu (<mailto:amy-berkowitz@redwoods.edu>) or cr.amy.berkowitz@gmail.com (<mailto:cr.amy.berkowitz@gmail.com>).



Required Material

Working internet and a device with which to access the course.



Catalog Description



An introduction to decision-making and problem-solving techniques in the workplace. Specific strategies for making decisions and solving problems will be presented, as well as the use of creativity in identifying solutions.



Course Student Learning Outcomes

1. **Identify problem-solving and decision-making techniques.**
2. **Differentiate between the elements involved in individual decision-making and group decision-making.**
3. **Identify barriers to creative and effective problem-solving.**



Course Calendar

Date	Topic
Monday, November 10	Introduction, Syllabus, Getting to know us, Definition of problem solving and decision making, Problem solving with customers, Active Listening, Group Dynamics
Wednesday, November 12	Problem Solving Techniques: WISE, CORE, Brainstorming, Identifying the goal, Agreeing on norms
Monday, November 17	Blocks to problem solving: perceptual, personality types, cultural, environmental, emotional. Thinking outside the box
Wednesday, November 19	Communication in problem Solving, Active listening, process, Creativity, Fear of Failure, wrapping it all up, recap
	Subject to change with notice



Date	Topic

Course Calendar



Evaluation & Grading Policy

Students will be deemed to be making satisfactory progress by attending class and participating in the work.



Prerequisites / Co-requisites / Recommended Preparation

None



Educational Accessibility & Support

College of the Redwoods is committed to providing reasonable accommodations for qualified students who could benefit from additional educational support and services. You may qualify if you have a physical, mental, sensory, or intellectual condition which causes you to struggle academically, including but not limited to:

- Mental health conditions such as depression, anxiety, PTSD, or bipolar disorder
- Common ailments such as arthritis, asthma, diabetes, autoimmune disorders and diseases
- Temporary impairments such as a broken bone, recovery from significant surgery, or a pregnancy-related disability
- Neurodevelopmental disorders such as a learning disability, intellectual disability, autism, acquired brain injury, or ADHD
- Vision, hearing, or mobility conditions

Available services include extended test time, quiet testing environments, academic assistance and tutoring through the [LIGHT Center](https://www.redwoods.edu/services/sass/light.php) [↗](https://www.redwoods.edu/services/sass/light.php), counseling and advising, alternate formats of course materials (e.g. audio books or E-texts), assistive technology, learning disability assessments, approval for personal attendants, interpreters, priority registration, on-campus transportation, adaptive physical education and living skills courses, and more. If you believe you might benefit from disability- or health-related services and accommodations, please contact [Student Accessibility Support Services \(SASS\)](https://www.redwoods.edu/services/sass/index.php) [↗](https://www.redwoods.edu/services/sass/index.php) [. \(https://www.redwoods.edu/services/sass/index.php\)](https://www.redwoods.edu/services/sass/index.php).

If you are unsure whether you qualify, please contact SASS for a consultation: [SASS@redwoods.edu \(mailto:SASS@redwoods.edu\)](mailto:SASS@redwoods.edu).

SASS office locations and phone numbers

Eureka campus

- Phone: 707-476-4280,
- Locations: Student Services building, first floor SS113

Del Norte campus

- Phone: 707-465-2353
- Location: Main building, near the Library

Klamath-Trinity campus

[?](https://www.redwoods.edu/services/sass/index.php) 7-476-4280





Inclusive Language in the Classroom

College of the Redwoods aspires to create a learning environment in which all people feel comfortable in contributing their perspectives to classroom discussions. It therefore encourages instructors and students to use language that is inclusive and respectful.



Disruptive Behavior

Student behavior or speech that disrupts the instructional setting will not be tolerated. Disruptive conduct may include, but is not limited to: unwarranted interruptions; failure to adhere to instructor's directions; vulgar or obscene language; slurs or other forms of intimidation; and physically or verbally abusive behavior. In such cases where the instructor determines that a student has disrupted the educational process, a disruptive student may be temporarily removed from class. In addition, the student may be reported to the Chief Student Services Officer or designee. Additional information about the rights and responsibilities of students, Board policies, and administrative procedures is located in the [2024-2025 College Catalog](https://redwoods.elumenapp.com/catalog/2024-2025/home) and [CR Board and Administrative Policies](https://go.boarddocs.com/ca/redwoods/Board.nsf/Public?open&id=policies).

