

Whose Life is This? A Creativity Exercise

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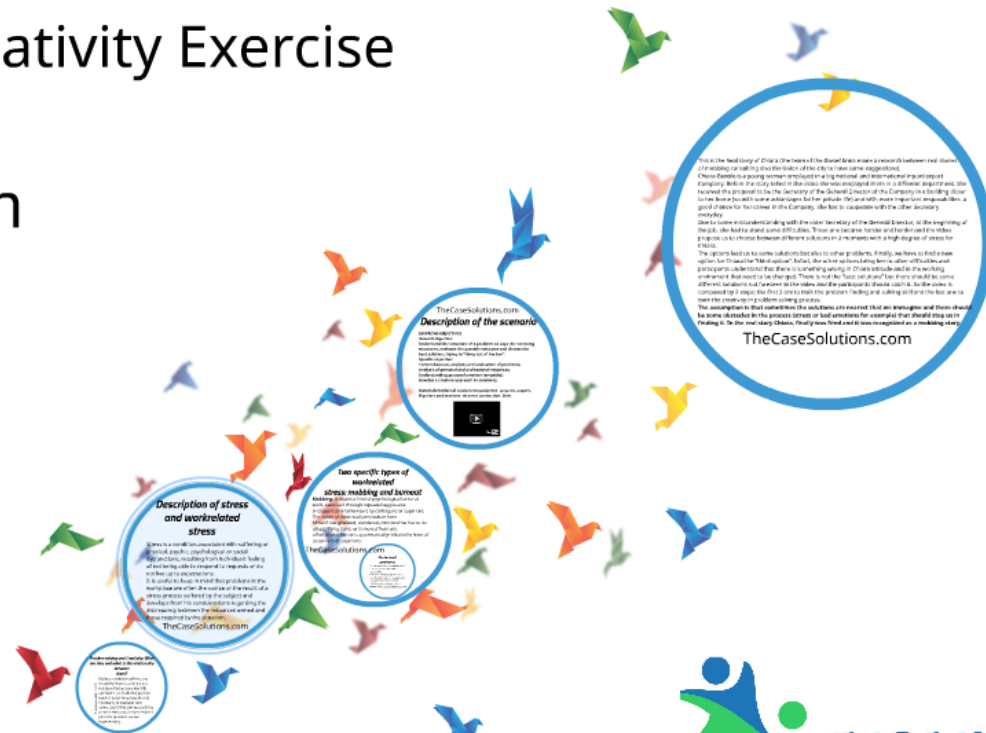
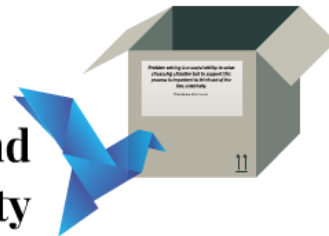
Problem solving and
Creativity



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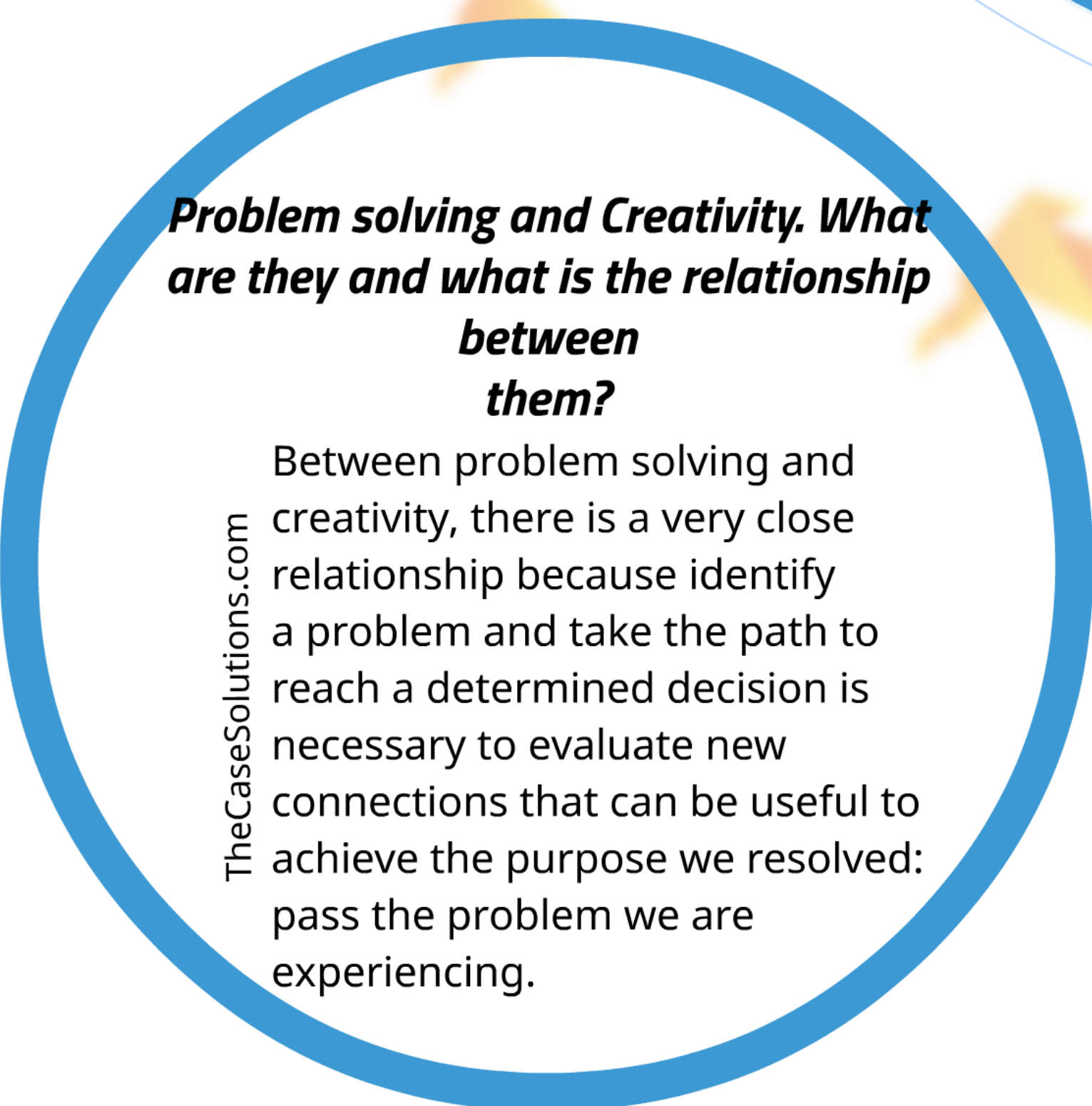
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Problem solving and
Creativity



***Problem solving is a useful ability to solve
stressful situations but to support this
process is important to think out of the
box, creatively.***

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Problem solving and Creativity. What are they and what is the relationship between them?

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Between problem solving and creativity, there is a very close relationship because identify a problem and take the path to reach a determined decision is necessary to evaluate new connections that can be useful to achieve the purpose we resolved: pass the problem we are experiencing.

Description of stress and workrelated stress

Stress is a condition associated with suffering or physical, psychic, psychological or social dysfunctions, resulting from individuals feeling of not being able to respond to requests or do not live up to expectations.

It is useful to keep in mind that problems in the workplace are often the source or the result of a stress process suffered by the subject and develops from his considerations regarding the discrepancy between the resources owned and those required by the situation.

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Two specific types of workrelated

stress: mobbing and burnout

Mobbing: It means a kind of psychological terror at work, exercised through repeated aggressive and oppressive behaviours by colleagues or superiors. The victim of these real persecution seen himself marginalized, slandered, criticized: he has to do disqualifying tasks, or is moved from one office to another, or is systematically ridiculed in front of customers or superiors.

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The burnout syndrome:

It is the outcome of a pathological stressor process; this affects people who exercise an helping professions, if they do not respond adequately to the excessive loads of stress that their work brings them to assume. TheCaseSolutions.com

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Description of the scenario

LEARNING OBJECTIVES

General objective:

Understand the structure of a problem, to cope the stressing situations, evaluate the possible solutions and choose the best solution, trying to “thing out of the box”.

Specific objective:

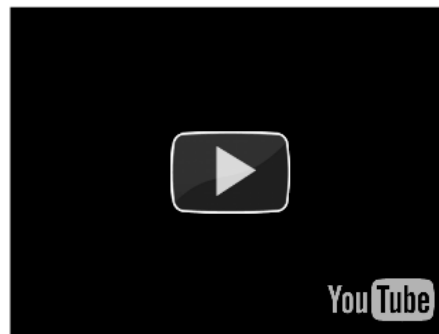
Comprehension, analysis and evaluation of problems;

Analysis of personal and professional resources;

Understanding personal emotion (empathy);

Develop a creative approach to solutions;

Materials/technical equipment: projector, pc; pens, papers, flipchart and markers, internet connection. Link:



This is the Real story of Chiara (the team of the Giosef Enna made a research between real stories of mobbing consulting also the Union of the city to have some suggestions).

Chiara Gentile is a young woman employed in a big national and international inport/export Company. Before the story telled in the video she was employed there in a different department. She received the proposal to be the Secretary of the General Director of the Company in a building closer to her home (so with some advantages for her private life) and with more important resposabilites, a good chance for her career in the Company. She has to cooperate with the other Secretary everyday.

Due to some misunderstanding with the older Secretary of the General Director, at the beginning of the job, she had to stand some difficulties. These one became harder and harder and the video propose us to choose between different solutions in 2 moments with a high degree of stress for Chiara.

The options lead us to some solutions but also to other problems. Finally, we have to find a new option for Chiara:the "third option". Infact, the other options bring her to other difficulties and participants understand that there is something wrong in Chiara attitude and in the working enviroment that need to be changed. There is not the "best solutions" but there should be some different solutions not foreseen in the video and the participants should catch it. So the video is composed by 3 steps: the first 2 are to train the problem finding and solving skill and the last one to train the creativity in problem solving process.

The assumption is that sometimes the solutions are nearest that we immagine and there should be some obstacles in the process (stress or bad emotions for example) that should stop us in finding it. In the real story Chiara, finally was fired and it was recognized as a mobbing story.

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