

# Student Hub Live people



Margaret Greenhall is a study skills specialist. She has applied the same skills as you'll use in writing essays to write a book. She tutors on science level 1 and 2 courses. She is also an OU student on S309 Geology. She did her MA with the OU. Her hobbies are baking, rowing and Lego.

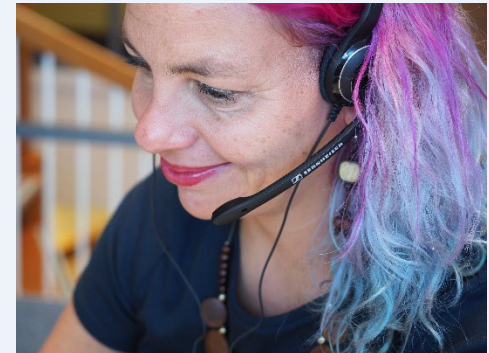
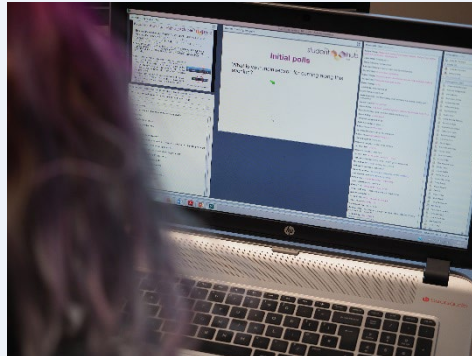
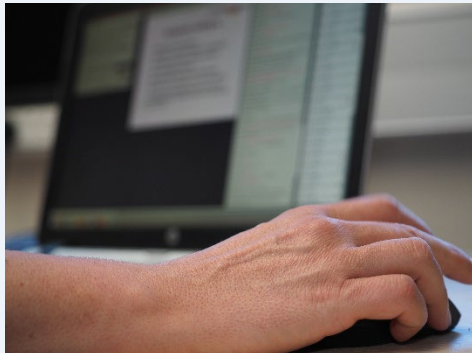


Amanda Smith has been an OU Law School tutor at levels 1 and 2 since 2009. During that time, she has discovered the pleasures and pitfalls of being an OU student by studying for an MA in Online and Distance Education, worked as an Educational Advisor, written tutorial, skills, and research materials. In her (very little) spare time she can be found walking the hills, tending her garden, travelling Italy, ballroom dancing and knitting to keep warm!

# Student Hub Live online sessions



- All student hub live sessions are non-modular and focus on skills relevant to study at university level
- Polls are anonymous to other participants, but the chat box will have your logged in name associated with your comments during the live session.
- All online sessions are recorded and available to view on catch up on a public facing website.
- Slides and resources are available to download during the session from file downloads box (*not accessible on mobile devices*) and from within the event's page at <http://studenthublive.open.ac.uk/>



# Workshop

- This is going to be a structured workshop to help you think about creative problem solving.
- It is not subject related as we have people from all over the university on the session.
- There is a lot of interaction so please be ready to answer polls (questions) or add to chat pod during the session.

# Session purpose

- **This is for:**
- Covering general advice about problem solving.
- Giving some ideas for how to problem solve
- Provide a space to share ideas and connect with other students
- **It's not for:**
- Telling you what you HAVE to do
- Providing any module specific advice

## Please be aware

- These sessions are large scale
- They are very busy
- There is lots of interaction
- They are not the same as other tutorials
- Chat may be off topic – that's OK
- You can maximise slides on your own screen by clicking the icon



# Please

- Do NOT share any personal information in the chat pod during the session.
- On the recording names will be anonymised to user number.
- However if you type anyone's full name or any other personal information in the chat pod it can be seen by everybody and it would also show up on the recording.

# Creative problem solving techniques for success



# This was our advert...

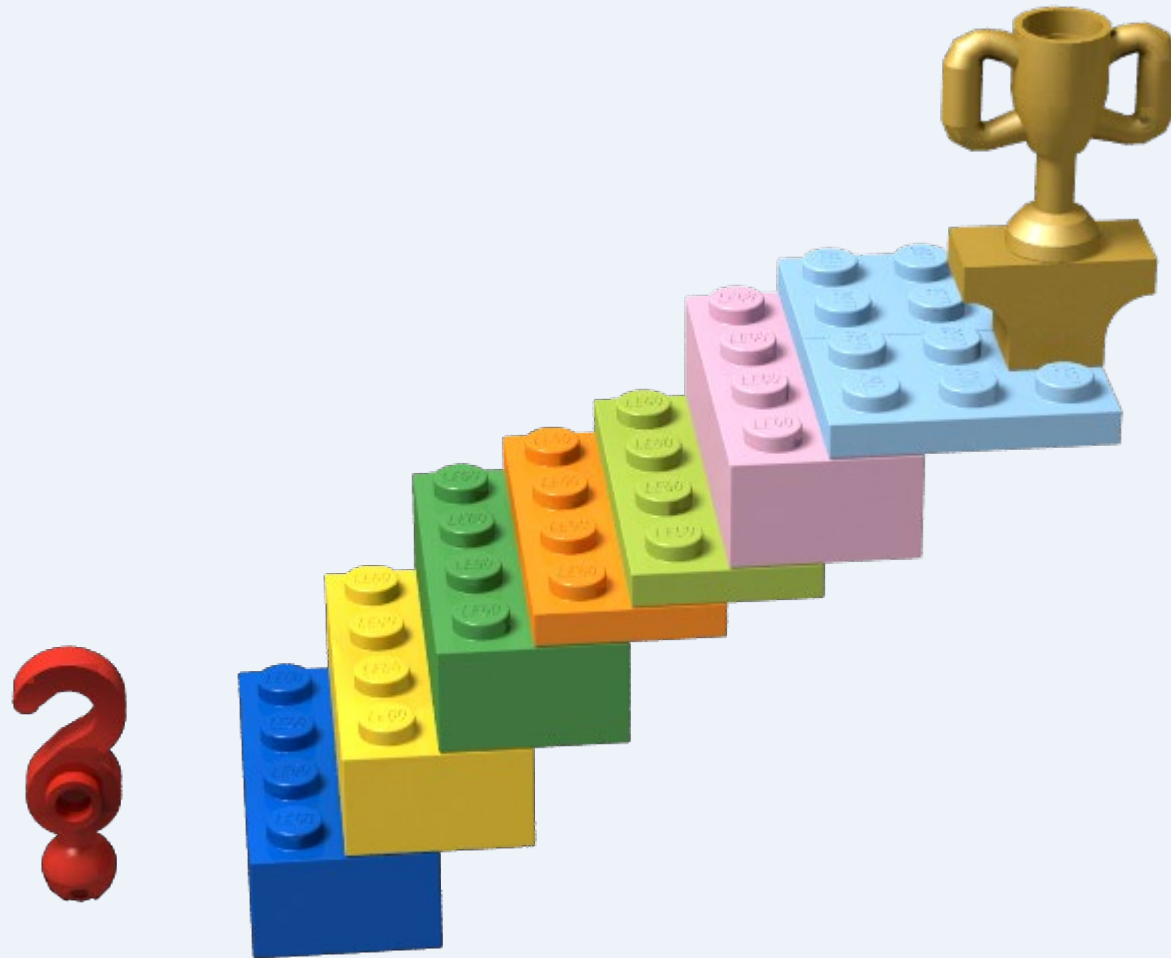
- Are you more of a dreamer, a realist or a critic? All of these characteristics help you work round the problem-solving cycle.
- When you are confronted with a new problem, the way you approach finding the solutions is based on the creativity cycle. Each of us has personal preferences for which part of the cycle we prefer to work in. To be truly successful you need to work on all parts of the cycle.
- Please note this is not about solving mathematical style problems.



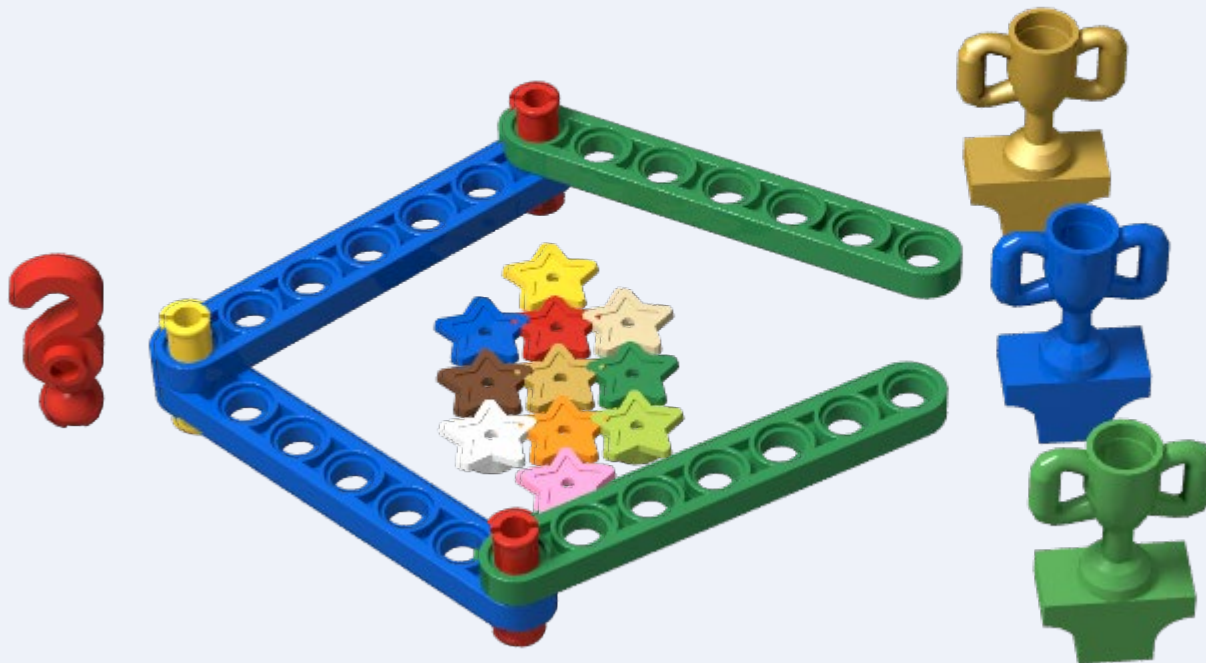
# Poll time

- When are you creative?

# Logical problem solving



# Creative problem solving



# Critic/Evaluator

The critic is an evaluator. They give not only negative but also positive feedback on improvements. The aim of the critic is to find all the possible problems. The critic evaluates the options and looks for pit falls. They set boundaries.

- “Why?”
- “Yes but .....?”
- “What else have I missed .....?”
- “What will make this fail .....?”
- “Every plan has a weak link.....”



# Dreamer

The aim of a dreamer is to generate as many ideas as possible and to select those that seem to have the most potential. Needs to have time away from the critic and realist to generate as many ideas as possible.

Not concerned with what is practical.

What if.....?"

"If I was guaranteed success.....?"

"If I had unlimited time and resources..?"

"What could I do with £10 million .....?"

"What if I changed that .....?"

"What if I used this?"



# Realist

The realist takes the dreams and makes them practical. They search for missing information and make implementation plans. The aim of the realist is to create a specific and practical proposal. They may need lots of cunning and ingenuity. They are not critical of the idea or their plan.

“How could I make this work.....?”

“Who or what else could I copy .....?”

“What has worked before?”

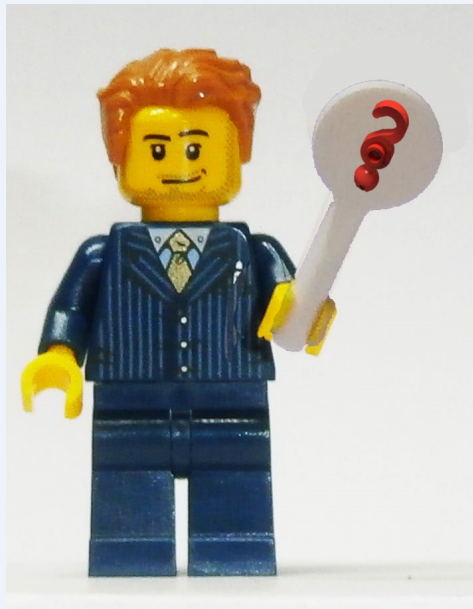
“I’m 110% sure it can work somehow”

“How do I make this better .....?”



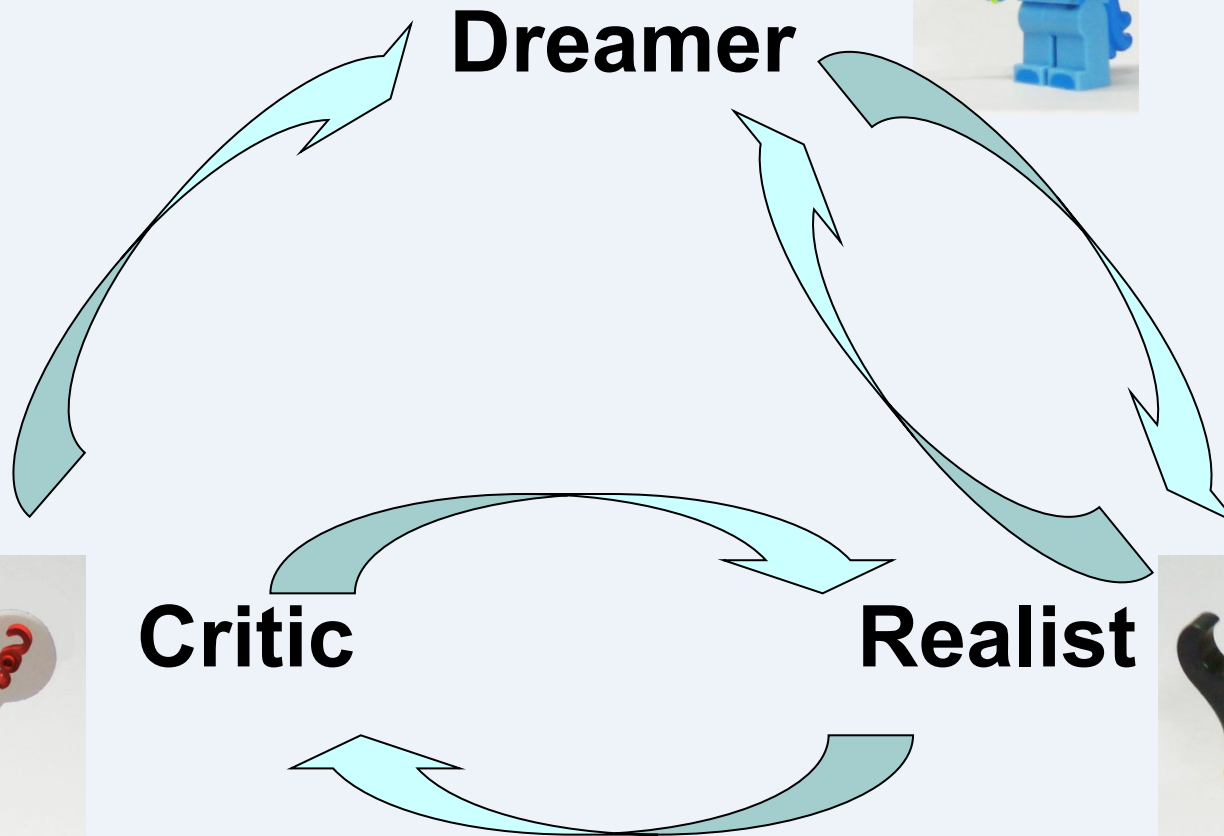
# Poll

Which personality do you think resonates with the way you work and why?





# Creativity cycle





# Poll

How do you work in this creativity cycle?

Thinker toys, Michael Michalko - ebay or used Amazon





# Poll

Why do we need to solve global warming?

I'll pick just one to go to the next stage each time.

# Tool for the critic

## First half of Phoenix list



What is the unknown?

What is it you don't understand yet?

What is the information you have?

Is the information sufficient? Or redundant?

Or contradictory?

What isn't the problem?

Should you draw a diagram of the problem?

Where are the boundaries of the problem?

Can you separate the various parts of the problem?

Can you write them down?

# Phoenix list

What are the relationships of the parts of the problem?

What can't be changed and is constant in the problem?

Have you seen this problem before?

Have you seen this problem in a different form?

Can you use someone else's solutions?

Can you restate your problem?

Can you make it more general or more specific?

What are the best, worst and most probable cases you can imagine?

# Tool for the dreamer reverse thought shower



Take your problem and reverse it to solve the opposite problem.

Works as you know you're never going to use the ideas and they can be completely impractical.

# Tool for the dreamer reverse thought shower



Find a big opposite of your problem

Give yourself a time limit – 20 mins maybe

All ideas collected

No nots and nos have to be positive solutions to the new problem.

Once you've got lots of ideas reverse them to get positive solutions.

# Poll



What ideas do you have for the reversal of  
How do we reduce global warming?



# Poll



Reverse thought shower:

How do we heat up the earth by 5 degrees  
in the next ten years?

# Tool for the dreamer

## random word



Have a random word grid/bag.

Randomly pick a word.

Write down a list of ten things that you associate with it.

Now tackle your problem there is definitely a connection between your list and your problem.

Keep at it for a while – it doesn't come straight away.

# Tool for the dreamer random word



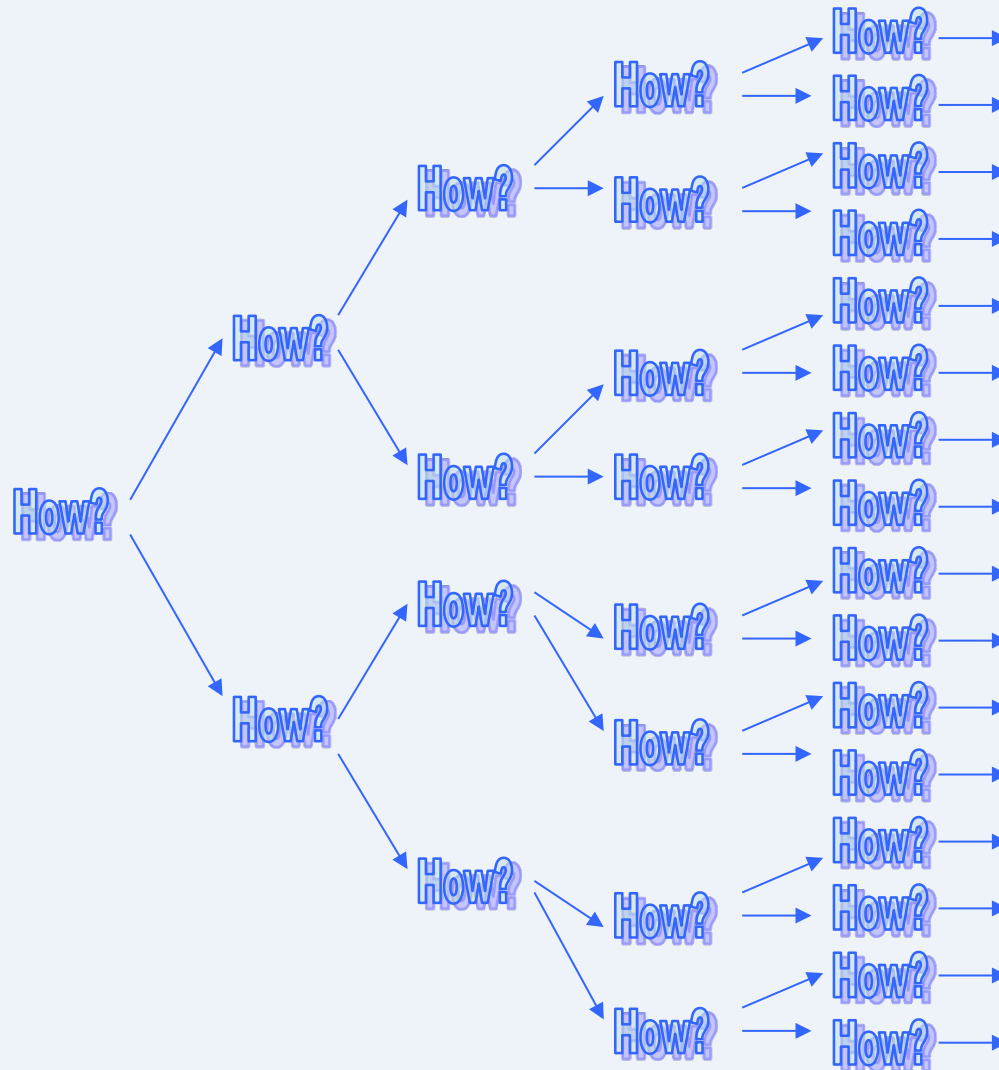
Sellotape	Envelope	Football	Daffodil	Train	Dragon
Plastic bag	Sink	Spoon	Rave	Glue	Barbecue
Ice Berg	Storm	Pub	Pyramid	Compass	Light
Clock	Paint	Wolf	Zoo	Razor	Heart
Oceans	Moon	Pencil	Oil	Medicine	Soil
Wine	Judge	Car park	Kettle	Ruck sack	Pig
Bear	Rubber	Swimming	Camera	Gate	Referee
Sun	Hospital	Digestive system	Thief	Map	Shark





# Tool for the realist

## 5 hows





# Poll

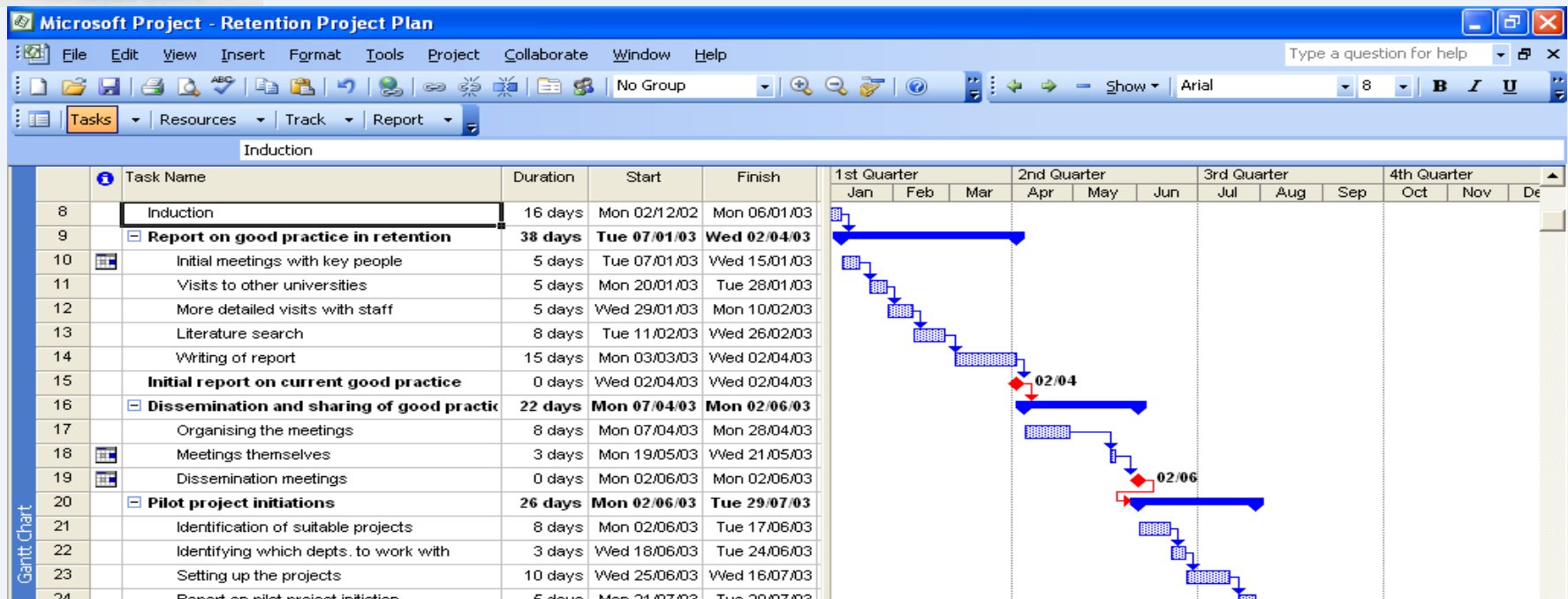
Taking one of our ideas – how would we implement it?



# Tool for the realist

## Gantt diagram

### (and most other project management tools)



Tools for success, Suzanne Turner - ebay or used Amazon



# Return to critic

## CIA Phoenix - list the plan

Can you solve the whole problem?

What would you like the resolution to be?

Can you picture it?

How much of the unknown can you determine?

Can you derive something useful from the information you have?

Have you used all of the information?

Can you separate the steps of the problem-solving process?

Can you determine the correctness of each step?

What creative techniques can you use to generate ideas?

Can you see the result?

How many different results can you see?

Can you intuit the solution?

Can you check the result?





# Return to critic

## CIA Phoenix - list the plan

How many different ways have you tried to solve the problem?

What have others done?

What should be done?

How should it be done?

Where should it be done?

Who should do it?

What do you need at this time?

Who will be responsible for what?

Can you use this problem to solve some other problem?

What is the unique set of qualities that make this problem what it is and no other?

What milestones can best mark your progress?

How will you know when you are successful?



# Return to critic

## CIA Phoenix - list the plan

Can you solve the whole problem?  
What would you like the resolution to be?  
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How many different ways have you tried to solve the problem?  
What have others done?  
What should be done?  
How should it be done?  
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Who should do it?  
What do you need at this time?  
Who will be responsible for what?  
Can you use this problem to solve some other problem?  
What is the unique set of qualities that make this problem what it is and no other?  
What milestones can best mark your progress?  
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## Discussion activity (poll)

- There will be 2 specific questions in chat pods for you to explore some of the elements we have discussed further
- ***I great at solving problems when...***
- ***I am going to explore my creativity more by ...***
- You are welcome to add your thoughts and we will then pick up some of the themes and talk through them
- Chat does have names on but the recording will be anonymised so you will appears as 'user number'

# Take home message

- Use tools to keep you in role
- Creativity takes time
- Sometimes there are only better solutions not perfect ones



# Feedback please

Please use the following link to provide feedback to help the Student Hub Live team to continue to improve what we do:

<https://forms.office.com/e/qTJj8ihmU2>

# Selected upcoming events

- |   |        |         |                             |
|---|--------|---------|-----------------------------|
| • | 21 Nov | 4 pm    | Studying with disability    |
| • | 26 Nov | 11 am   | Wellbeing for carers        |
| • | 28 Nov | 7 pm    | Memory and Learning         |
| • | 03 Dec | 7pm     | Power Reading (90 mins)     |
| • | 05 Dec | 11 am   | Learning from feedback      |
| • | 10 Dec | 11 am   | Keeping motivation          |
| • | 18 Dec | 6.30 pm | Christmas Party (90 mins)   |
| • | 9 Jan  | 11 am   | Managing your time          |
| • | 14 Jan | 4 pm    | Making use of digital tools |
| • | 16 Jan | 7 pm    | OU essentials               |

For more information on all past and upcoming events, go to <http://studenthublive.open.ac.uk/>