

TYPES OF SITUATIONS

CLEAR SITUATIONS	UNCLEAR SITUATIONS	
<p>Level of difficulty: 1</p> <p>Example: sending text messages</p> <ul style="list-style-type: none"> - almost no thinking involved - no original way to do it - only one way to do it 	<p>Level of difficulty: 2</p> <p>Example: a printer does not work</p> <ul style="list-style-type: none"> - the problem must be identified - then an automatic way of handling the problem is applied - only one way of dealing with the given problem 	CLEAR SOLUTIONS
<p>Level of difficulty: 3</p> <p>Example: 4% increase of students in courses</p> <ul style="list-style-type: none"> - we need to provide the same quality of education for more students at university - many ways to achieve that goal 	<p>Level of difficulty: 4</p> <p>Example: Tertiary Education Reform</p> <ul style="list-style-type: none"> - such situations are often introduced by "<i>something must be done before it gets too late...</i>" - what the situation looks like is not entirely clear (due to lack of information, for instance) - what should be done is not clear either 	UNCLEAR SOLUTIONS

Adapted from: Krouwel, W. Goodwill, S. (1994): Management Development Outdoors. London. Kogan Page.

Convergent situation (where convergent thinking is used) – we aim for a single, correct solution to a problem; usually a well-known algorithm or procedure exists and can be applied

- *commonly used at schools and in testing*
- *hardly ever noticed in real life situations*

Divergent situation (where divergent thinking is used) – we need to generate one or more answers to a set of problems; usually an unknown algorithm or procedure must be applied to obtain one of a wide range of possible solutions

- *noticed in our everyday life situations*
- *rarely used at schools or in testing*