COURSE OUTLINE		
TERM: Fall 2026	**COURSE NO: ESD 001**	
INSTRUCTOR: TBD	**COURSE TITLE: Workplace Problem Solving Skills**	
OFFICE: LOCAL: **E-MAIL:** @capilanou.ca	**SECTION NO(S):**	**CREDITS: 3**
OFFICE HOURS:		
COURSE WEBSITE:		

Capilano University respectfully acknowledges that our campuses are located on the unceded territories of the səlilwətaɬ (Tsleil-Waututh), Sḵwx̱wú7mesh (Squamish) and xʷməθkʷəy̓əm (Musqueam) Nations.

COURSE FORMAT
Three hours of class time, plus an additional hour delivered through on-line or other activities for a total of 60 contact hours spread out over 30 weeks.

COURSE PREREQUISITES/CO-REQUISITES
None

CALENDAR DESCRIPTION
This course helps students learn how to recognize problems at work, stay calm, think through options, and choose helpful actions. Students will practice solving real workplace problems related to communication, tasks, schedules, coworkers, and supervisors. The course emphasizes confidence, independence, and knowing when and how to ask for help.

REQUIRED TEXTS AND/OR RESOURCES
Instructor will provide course package.

COURSE STUDENT LEARNING OUTCOMES
On successful completion of this course, students will be able to do the following:

- Identify common problems that happen in workplace settings including problems with tasks, schedules, instructions, coworkers, or supervisors
- Use a step-by-step problem solving model to respond to workplace problems with support or independently
- Demonstrate appropriate ways to ask for help or clarification at work using respectful language and workplace expectations
- Apply self-regulation strategies when problems feel stressful or overwhelming in order to stay safe and productive at work

- Practice positive communication skills to resolve workplace challenges including listening, responding to feedback, and expressing needs
- Reflect on problem solving experiences to improve future workplace performance by identifying what worked, what didn't, and what to try next time

COURSE CONTENT

Unit	***Topic***
Unit 1	*What Is a Problem at Work?*
Unit 2	*Learning a Problem Solving Model*
Unit 3	*Understanding Work Instructions and Directions*
Unit 4	*Managing Time and Schedule Problems*
Unit 5	*Solving Problems with Work Tasks*
Unit 6	*Problem Solving with Coworkers*
Unit 7	*Handling Feedback and Supervisors*
Unit 8	*Review and Practice: Solving Common Work Problems*
Unit 9	*Managing Emotions and Stress at Work*
Unit 10	*Asking for Support to Solve Problems at Work*
Unit 11	*Workplace Safety and Reporting Problems*
Unit 12	*Mistakes, Responsibility, and Fixing Problems*
Unit 13	*Handling Change and Unexpected Situations*
Unit 14	*Preparation for Final Problem Solving Task*
Unit 15	*Final Problem Solving Task*

EVALUATION PROFILE

Assessment Component	***Weight***
Class Participation & Engagement*	*20%*
Weekly Practice Activities	*25%*
Skill Demonstrations (Role-Plays)	*20%*
Reflection & Self-Assessment	*15%*
Final Problem Solving Task	*20%*

***Participation**

Participation is an essential component of learning in this course and is assessed through the following indicators of student engagement:

- Active engagement: Students are expected to contribute to the best of their abilities through assigned interactive activities such as discussions, group problem-solving, and reflection tasks on a regular basis throughout the course.
- Preparedness: Students are expected to arrive with the required materials (e.g., pens, binder, and laptop if needed) and be ready to participate fully in class activities.
- Collaboration: Students are expected to participate respectfully in group work, demonstrating cooperation, shared responsibility, and meaningful contribution to group outcomes.

- Professional conduct: Students are expected to demonstrate respectful communication, appropriate classroom behaviour, and adherence to agreed-upon classroom guidelines.

Participation reflects the quality and consistency of a student's engagement in the learning process and their contribution to a positive and productive classroom environment.

Credit (Pass): 60% minimum achievement

GRADING PROFILE

Credit/No Credit

Incomplete Grades

Grades of Incomplete "I" are assigned only in exceptional circumstances when a student requests extra time to complete their coursework. Such agreements are made only at the request of the student, who is responsible to determine from the instructor the outstanding requirements of the course.

Late Assignments

Assignments are due at the beginning of the class on the due date listed. If you anticipate handing in an assignment late, please consult with your instructor beforehand.

Missed Exams/Quizzes/Labs etc.

Make-up exams, quizzes and/or tests are given at the discretion of the instructor. They are generally given only in medical emergencies or severe personal crises. Some missed labs or other activities may not be able to be accommodated. Please consult with your instructor.
*** Accommodations can be made to honour community needs and traditional practices. Please consult with your instructor.

Attendance

Regular attendance is essential to student success in this course. Students are expected to attend a minimum of 85% of scheduled classes and arrive on time. Attendance will be recorded for each class session. Consistent attendance is important as many course activities involve experiential, collaborative, and interactive learning that cannot be fully replicated outside of class time.

English Usage

Students are expected to proofread all written work for any grammatical, spelling and stylistic errors.

Electronic Devices

Human connection and participation are important in this program and none of us can learn without you. Please place your device(s) out of sight and on mute during class time. You may use laptops or tablets in class to consult online readings or to take notes with permission. Use of interactive technology is allowed only when it is required for the assignment. Photos or videos may not be taken in class without the prior permission of all involved. Personal use is only allowed during

a break; any other use of these devices and the use of cell phones is strictly prohibited. Violating this policy will negatively impact your participation grade.

On-line Communication
Outside of the classroom, instructors will (if necessary) communicate with students using either their official Capilano University email or eLearn; please check both regularly. Official communication between Capilano University and students is delivered to students' Capilano University email addresses only.

UNIVERSITY OPERATIONAL DETAILS

Tools for Success
Many services are available to support student success for Capilano University students. A central navigation point for all services can be found at: https://www.capilanou.ca/student-services/

Capilano University Security: download the CapU Safe Alert App

Policy Statement (S2009-06)
Capilano University has policies on Academic Appeals (including appeal of final grade), Student Conduct, Academic Integrity, Academic Probation and other educational issues. These and other policies are available on the University website.

Academic Integrity (S2017-05)
Any instance of academic dishonesty or breach of the standards of academic integrity is serious and students will be held accountable for their actions, whether acting alone or in a group. See policy and procedures S2017-05 Academic Integrity for more information:
https://www.capilanou.ca/about-capu/governance/policies/

Violations of academic integrity, including dishonesty in assignments, examinations, or other academic performances, are prohibited and will be handled in accordance with the Student Academic Integrity Procedures.

Academic dishonesty is any act that breaches one or more of the principles of academic integrity. Acts of academic dishonesty may include but are not limited to the following types:

Cheating: Using or providing unauthorized aids, assistance or materials while preparing or completing assessments, or when completing practical work (in clinical, practicum, or lab settings), including but not limited to the following:

- Copying or attempting to copy the work of another during an assessment;
- Communicating work to another student during an examination;
- Using unauthorized aids, notes, or electronic devices or means during an examination;
- Unauthorized possession of an assessment or answer key; and/or,
- Submitting of a substantially similar assessment by two or more students, except in the case where such submission is specifically authorized by the instructor.

Fraud: Creation or use of falsified documents.

Misuse or misrepresentation of sources: Presenting source material in such a way as to distort its original purpose or implication(s); misattributing words, ideas, etc. to someone other than the original source; misrepresenting or manipulating research findings or data; and/or suppressing aspects of findings or data in order to present conclusions in a light other than the research, taken as a whole, would support.

Plagiarism: Presenting or submitting, as one's own work, the research, words, ideas, artistic imagery, arguments, calculations, illustrations, or diagrams of another person or persons without explicit or accurate citation or credit.

Self-Plagiarism: Submitting one's own work for credit in more than one course without the permission of the instructors, or re-submitting work, in whole or in part, for which credit has already been granted without permission of the instructors.

Prohibited Conduct: The following are examples of other conduct specifically prohibited:

- Taking unauthorized possession of the work of another student (for example, intercepting and removing such work from a photocopier or printer, or collecting the graded work of another student from a stack of papers);
- Falsifying one's own and/or other students' attendance in a course;
- Impersonating or allowing the impersonation of an individual;
- Modifying a graded assessment then submitting it for re-grading; or,
- Assisting or attempting to assist another person to commit any breach of academic integrity.

Sexual Violence and Misconduct

All Members of the University Community have the right to work, teach and study in an environment that is free from all forms of sexual violence and misconduct. Policy B401 defines sexual assault as follows:

Sexual assault is any form of sexual contact that occurs without ongoing and freely given consent, including the threat of sexual contact without consent. Sexual assault can be committed by a stranger, someone known to the survivor or an intimate partner.

Safety and security at the University are a priority and any form of sexual violence and misconduct will not be tolerated or condoned. The University expects all Students and Members of the University Community to abide by all laws and University policies, including B.401 Sexual Violence Policy and B.401.1 Sexual Violence Procedure (found on Policy page https://www.capilanou.ca/about-capu/governance/policies/)

Emergencies: Students are expected to familiarise themselves with the emergency policies where appropriate and the emergency procedures posted on the wall of the classroom.

DEPARTMENT OR PROGRAM OPERATIONAL DETAILS

The instructors strive to create an inclusive and welcoming learning environment that celebrates the diversity of race, ethnicity and national origins, gender and gender identity, sexuality, class and religion, age, political background, and physical and learning ability. They value the perspectives of students of all backgrounds and encourage an open dialogue.

In addition, the instructors support a wide range of learning differences in the classroom and do their best to remove barriers to allow students to participate as fully as they can. If you require any accommodations that are not already provided, or have questions regarding this course, please discuss these in private during your instructor's office hours.

Human Rights, Diversity, Inclusion and Equity (B.512)

Capilano University's values are diversity, the individuality of learners, open engagement with ideas, respectful engagement with each other, personal accountability of integrity and success, and transparency and an ethic of fairness. These values and the University's mission and vision require an active commitment to human rights, diversity, inclusion and equity. The University is committed to providing a respectful learning and working environment that allows for full and free participation of all members of the University community. This policy is intended to reaffirm the University's dedication to fostering an inclusive environment which is supportive of fair and equitable treatment of all members within its diverse community, no matter their social identity.