MOOC DIGITAL WORKPLACE
MODULE 4: CHANGE MANAGEMENT AND CREATIVE THINKING **VÍDEO: MOD4_7: Problem solving**
Script: details of what the course presenter will say. On screen text: ideas, images etc. to appear on screen as and when prompted. Editing notes: notes of what needs to be changed for the next edition.

SCRIPT	ON SCREEN TEXT	EDITING NOTES
We are going to close the module and also this MOOC program, which we hope will provide you with the knowledge and resources necessary to be more and more competent for teleworking. What have we seen so far in this module? The essence of change, what the comfort zone means and leave it, the importance of acting as true protagonists and leaders of our life, of developing our resilience, of working our creativity .... However, a final step for change management is closely related to our ability to solve problems, in any area!		Close-up of the trainer with a sign with his name and surnames for a few seconds.
We are going to appeal here to a methodology that is known as problem solving; A possible alternative to face complex situations, through the identification of objectives, obstacles and available resources. This methodology states, in fact, that there are no problems, but opportunities to transform difficult situations into situations of lesser harm and greater benefits. Do you agree? It is about finding solutions to problems in any field, using techniques and tactics with maximum efficiency and efficiency.	Sing: *Problem Solving* "Find solutions with maximum effectiveness and efficiency"	Close-up of the trainer. With mention of the text once it appears on the screen.
To put this methodology into practice, it is first necessary to look proactively, to see something that we have not yet considered, to prepare ourselves for: • Open the mind to possibilities that we have not yet explored; Let us be curious about the problem. • Expand the limits of our knowledge and experience. • And overcome existing paradigms and those that we create.	Card: • To be curious • Expand our limits • Overcoming paradigms	Close-up of the trainer. The text appears as it is mentioned.
Once we have our mind set on solving the problem, we can structure the Problem Solving process into four major phases: • Obtain a description as concrete as possible of the manifestation of the problem, as well as its causes. It must answer what? where? when? how? And who? among other issues. • Propose possible solutions by activating change mechanisms. This implies the development of creativity and the need to change the usual points of view to harmonize and integrate the two forms of thinking.	Card: *PROBLEM SOLVING PHASES*: • Define the problem • Propose possible solutions	Close-up of the trainer. The text appears as it is

of thinking. • Evaluate possible solutions and submit each alternative to an exquisite evaluation to choose the most appropriate solution. • Finally, implement the best solution, where the action plan is defined, identifying possible threats and weak points of the same, and tracking the key indicators of success.	solutions • Evaluate possible solutions • Implement the best solution	mentioned.
We have already worked our mind, we know the phases to implement the problem solving ... and now? What else is left for us? Now we have to ... get to work! Draw up our own road map: • Being aware that problems can always arise, and that the need to solve them to move forward is something daily. • Following the marked steps, which will prevent us from falling into unnecessary stress, being able to focus on solving and reaching the final solution. • Dedicating time to get all the information on the subject, and to solve it. • Being responsible for the part that concerns us. • And looking at the problems, always, as challenges to learn and demonstrate all our talent.	Poster, graphics that simulates a sheet of paper : • "Roadmap" • Problems can always arise. • Apply the methodology. • Invest time needed. • Responsibility. • Problems as challenges!	Close-up of the trainer. The text appears as it is mentioned.
If we apply this procedure to remote work, it will be of great help to us: • To favour the good functioning of the teams and organizations to which we belong, since the problems arise in all types of companies and situations. • Become a professional with a highly-valued competition today in the market. • Finally, it will help us to understand problems in general as new avenues of learning and growth, which will also have repercussions on our own personal satisfaction.	Card: *"Problem solving* in telework" • Good functioning of the team. • Key Competence. • Personal satisfaction.	Close-up of the trainer.
Are you ready? Look for a challenge or a problem that you are facing, open your mind, follow the methodology we have taught here and, apply all your talent to gradually become a ... problem solver!		Close-up of the trainer, accompanying the words with gestures of motivation and enthusiasm.