

Co-funded by the Erasmus+ Programme of the European Union 	BeWell – Digital problem solving competence matrix		
EQF Level	3-6	ESCO:	<u>ICT problem management techniques</u> (Knowledge)
Aggregated Units of Learning Outcomes	BeWell – U1.2		Digital problem solving

		BeWell		
Generic Title of the Unit:		U1.2 – Digital problem solving		
Description:		Digital Problem solving encompasses problem-solving methodology implemented with digital technologies: - how to analyse, understand and overcome a given problem. - tools to investigate the needs of the stakeholders. - how to apply the design thinking to develop an effective solution for the given problem. - how to efficiently manage limited time and resources in a team and how to cooperate asynchronously.		
EQF Level:		3-6		
Learning Outcomes				
BeWell U-1.2	Training Module Code	Competence (Autonomy and responsibility)		
		Knowledge		Skills
1.1 Problem solving methodology	TD02-M1	Is able to use problem solving methodologies appropriately to solve problems related to their work tasks		
		Knows basic problem-solving methodologies		Can assess the relevance of methodological approaches
		Understands strengths and weaknesses of different methodological approaches		Weighs and selects the most suitable approach in a given setting
1.2 Definition and analysis of the problem	TD02-M2	Has a strategic perspective on solving the problem and mitigate consequences		
		Understands that defining the root causes to a problem is a crucial part of problem solving		Uses relevant Key Performance Indicators (KPIs) to check the results after trying to solve the problem
	TD02-M3	Understands the potential of stakeholder input as problem solving contributions		

1.3 Design thinking and need analysis		Knows the benefits of a convergent phase during brainstorming sessions	Performs a stakeholder and needs analysis in order to understand the context
		Be aware of the “quality” of the service perceived by the stakeholders	Be able to find an innovative solution to better manage the daily work activities
1.4 Time scheduling, solution matrix, Miro platform and Hb-Hta	TD02-M4/M5	Is able to use problem solving tools and tactics to reach conclusions	
		Knows the key characteristics of the Hb-HTA (Hospital-based Health Technology Assessment)	Uses solution matrices as an analytical tool
		Has a basic understanding of the Miro platform	
		Has the ability to use new tools with the problem-solving approach	Can apply the principle of problem-solving to the new tool adopted by the organization