

Syllabus

Course description

Course title	Soft skills and Problem Solving Clinic
Course code	27610
Scientific sector	n.a.
Degree	Master in Public Policy and Innovative Governance (LM-63)
Semester and academic year	2nd semester a.y. 2025/2026
Year	2
Credits	4
Modular	No

Total lecturing hours	12
Total lab hours	
Total exercise hours	
Attendance	Attendance is recommended but not mandatory.
Prerequisites	not foreseen
Course page	https://www.unibz.it/en/faculties/economics-management/master-public-policy-innovative-governance/course-offering/?academicYear=2024

Specific educational objectives	<p>The course refers to the “other knowledge useful for entering the world of work” educational activities and draws from the scientific areas of Economics, Business Administration, Statistic-Mathematic and Jurisprudence.</p> <p>The course is designed to acquire professional skills and knowledge blending theory with a real-world application, it offers a hands-on approach to solving actual public sector problems.</p> <p>Interdisciplinary Problem-Solving: Students will learn to approach public sector issues from multiple disciplinary perspectives to develop comprehensive solutions.</p> <p>Leadership and Teamwork: Through electing a project manager and forming specialized teams, students will cultivate leadership skills and the ability to work effectively in diverse groups.</p> <p>Practical Application of Theory: By tackling real-world problems, students will apply theoretical knowledge to practical situations, bridging the gap between academia and public sector needs.</p>
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	<p>Critical Thinking and Innovation: Encourages students to critically analyze problems and develop innovative solutions, fostering creativity and strategic thinking.</p> <p>Professional Communication: Students will enhance their ability to communicate complex ideas effectively, both within their teams and when presenting solutions to practitioners.</p> <p>Network Building: Offers opportunities to connect with public sector practitioners, expanding students' professional networks and understanding of career paths in public administration.</p>
Lecturer	TBA
Scientific sector of the lecturer	TBA
Teaching language	English
Office hours	12
Lecturing assistant	
Teaching assistant	
Office hours	
List of topics covered	A practitioner will introduce a real-world problem from the public sector, which students will examine from a multidisciplinary perspective, with each discipline contributing its unique viewpoint. Students will elect a Principal Manager and organize into specialized teams to tackle different aspects of the solution. Across four sessions, lecturers will provide foundational insights to guide the analysis. Ultimately, the team will present their solution to the practitioner both orally and through a consultancy report.
Course Outline	<ol style="list-style-type: none"> 1) The Problem 2) Organising a team 3) Insights from Economics/Management/Law/Politics 4) Presentation
Teaching format	Frontal lectures, labs, project.
Learning outcomes	<p>Knowledge and Understanding: Students will understand how foundational legal, economic, statistical, and business concepts come together in a public sector project.</p> <p>Applying Knowledge and Understanding: Students gain the competence to develop and manage projects from planning to operational execution, evaluating their societal, economic, and environmental impacts.</p> <p>Making Judgments: Students apply knowledge to strategic decisions in public administration, analyzing and</p>

	<p>resolving issues across economic, social, legal, and administrative domains. The course sharpens their ability to select data and information for innovating and improving public sector processes and outcomes. Additionally, they assess ethical and sustainability considerations, mindful of future generations' rights to public resources.</p> <p>Communication Skills: The course strengthens students' abilities to communicate effectively. They learn to express complex ideas clearly and present their findings and solutions persuasively to a diverse audience, including practitioners.</p> <p>Learning Skills: Through the process of inquiry and solution development, students enhance their capacity for self-directed learning. They will develop the capability to recognize thematic links and establish connections across different fields and analytical contexts.</p>
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Assessment	<p>For Attending and Non-Attending Students:</p> <p>Project: Each group will elect a project manager who will form four sub-teams representing the fields of Legal, Management, Data/Economics, and Politics. Each group will showcase their solution in a 30 minutes oral presentation and hand in a consultancy report of max 5,000 words.</p> <p>Final exam: It will focus on the rationale, methodology, interdisciplinary approaches, and the conclusions drawn within the report.</p> <p>Project work and classroom presentations are valid for 1 academic year and cannot be carried over beyond that time-frame.</p>
Assessment language	English.
Evaluation criteria and criteria for awarding marks	<p>Project Report (50%):</p> <ul style="list-style-type: none"> • Research and Analysis (40%): <ul style="list-style-type: none"> • Depth and rigor of research conducted. • Integration of legal, management, data/economics, and political insights. • Relevance and application of interdisciplinary knowledge to the project's theme. • Problem Solving and Innovation (25%): <ul style="list-style-type: none"> • Creativity in the proposed solutions. • Practicality and innovativeness of the approach to public sector problems. • Organization and Writing Quality (20%):

	<ul style="list-style-type: none"> • Structuring: logical organization of sections and arguments. • Writing: clarity of expression, grammatical accuracy, and adherence to the word limit. • Data Integration and Interpretation (15%): <ul style="list-style-type: none"> • Use of data/economic models to support findings. • Interpretation of data in context to support conclusions and recommendations. <p>Project Presentation (20%): Clarity of delivery, effectiveness of communication, supportive role of visual aids. The content must be well-organized, comprehensive, and exhibit a logical flow of information. The ability of the team to coordinate seamlessly, with clear transitions and unified representation of ideas, is also assessed. Engagement with the audience, including maintaining interest and effectively addressing questions, is crucial.</p> <p>Final Exam (30%): The final exam tests the understanding of the project's rationale, the strategic choice and application of methodologies, and the effectiveness of interdisciplinary approaches. The quality of their argumentation and the ability to justify their positions with logical reasoning and evidence from the project are crucial aspects of the evaluation.</p>
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Required readings	TBA
Supplementary readings	Selected research papers and articles will be suggested as readings.