



## Problem Solving and Technical Reliability: A Bibliography

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The Problem Solving and Technical Credibility Competency involves identifying and analyzing problems, prioritizing issues, identifying root causes, and implementing rational, sensitive solutions for results. Those competent in Problem Solving and Technical Credibility anticipate and prevent problems, exhibiting full understanding and exceptional capability in their areas of expertise. This competency involves utilizing expertise and actions to resolve problems.

### Books & Manuals

Bar-Yam, Y., and Ramalingam, C. (2004). [\*Making things work: solving complex problems in a complex world.\*](#) Cambridge, MA: NECSI, Knowledge Press.

**Call Number: 153.42 BARY**

Kahane, A. (2004). [\*Solving tough problems: an open way of talking, listening, and creating new realities.\*](#) San Francisco: Berrett-Koehler.

**Call Number: 303.69 KAHA**

Medea, A. (2004). [\*Conflict unraveled: fixing problems at work and in families.\*](#) Chicago, IL: PivotPoint Press.

**Call Number: 303.69 MEDE**

Nadler, G., and Chandon, W. (2004). [\*Smart questions: learn to ask the right questions for powerful results.\*](#) San Francisco: Jossey-Bass.

**Call Number: 658.403 NADL BSL**

Nalebuff, B. (2003). [\*Why not? : How to use everyday ingenuity to solve problems big and small.\*](#) Boston: Harvard Business School Press.

**Call Number: 153.43 NALE**

### Electronic Journal & Newspaper Articles

(2006) Solving problems. *Chartered Management Institute: Checklists: Personal Effectiveness and Development.*

(2005) When Good Managers Fail: The Law of Problem Evolution. *CioInsight.*

Denton, D. (2006). Keep it simple: business decisions don't have to be complicated to be good. *Industrial Engineer, 38.5: 30.*

McCallum, J. (2007). Options development is crucial to good decision making. *Ivey Business Journal Online.*

Palus, C.J, and Horth, D. (2005). Leading creatively: the art of making sense. *Ivey Business Journal Online.*

Zande, R. (2006). The design process of problem solving. *Academic Exchange Quarterly. 10.4: 150.*