

Exchange Week for foreign visiting professors  
12<sup>th</sup> – 16<sup>st</sup> of March of 2018  
ISCTE-IUL, Lisbon

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**Professor: Denise Klein**

**University: FH Krems University of Applied Sciences**

**Country: Austria**

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### **Brief CV**

Denise Kleiss is a Professor of Human Resource Management, Organizational Theory, Business Administration, Organizational Behavior and Creative Problem Solving at International Institute of Business IMC UAS Krems, in Austria. She has a MSc Degree in Human Resource Management and another in Business Administration, both from the Open University Business School, Milton Keynes, UK. Her main areas of interest are Human Resource Management, Creativity and problem solving and Intercultural competence.

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### **On-going research topic**

Creativity and Creative Problem Solving Workshop Industry 4.0 –Employee 4.0. Business Success in the digital age

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### **Topic of lecture for the students**

**Creativity and Creative Problem Solving Workshop**

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### **Outline of lecture for the students**

The lecture will include a combination of theory introducing HRM models and a workshop style course. Strategic Human Resource Management and factors in the human resource environment such as cultural differences, diversity management, and training based on employee and organizational needs will be discussed. The workshop will comprise creativity using the creative decision making and problem solving model as a framework for students to work on practical issues. The 8-step model will be followed through to the evaluation of decision effectiveness. The techniques cartoon story board, the five W's and H, brain writing, classical brainstorming, and the use of metaphor will be implemented