

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

Professor: Denise Kleiss

University: IMC University of Applied Sciences, Krems

Country: Austria

Brief CV

Denise Kleiss is a Professor in the International Institute of Business at the IMC University of Applied Sciences Krems, Austria. Her research focus is in the area of Human Resource Management and her lectures include Human Resource Management, Business Administration, Organizational Behavior with emphasis on Creative Problem Solving. She has a MSc degree in Human Resource Management and a MSc. in Business Administration both from the Open University, Milton Keynes, UK and a BA degree in Tourism Management from Washington State University. Her main areas of interest are Human Resource Management, Creativity, problem solving and Intercultural competence.

On-going research topic

Industry 4.0- specific HR challenges related to the New World of work, crowdsourcing, gamification

Topic of lecture for the students

Creativity and Creative Problem Solving Workshop

Outline of lecture for the students

The lecture will include a combination of theory in regards to HR challenges and strategic human resource management, including activities in the HR environment based on employee and organizational needs as well as a workshop style course for creative problem solving. The workshop will be based on real life situations using the 8-step decision making model. Students will apply various creativity techniques such as cartoon story board; the five W's and H for enquiry, brain writing and classical brainstorming for idea finding, and the use of metaphor.