

BUSINESS STUDIES

GRADE 10

TERM 3: INFORMAL TASK

CREATIVE THINKING AND PROBLEM-SOLVING

ACTIVITY 1

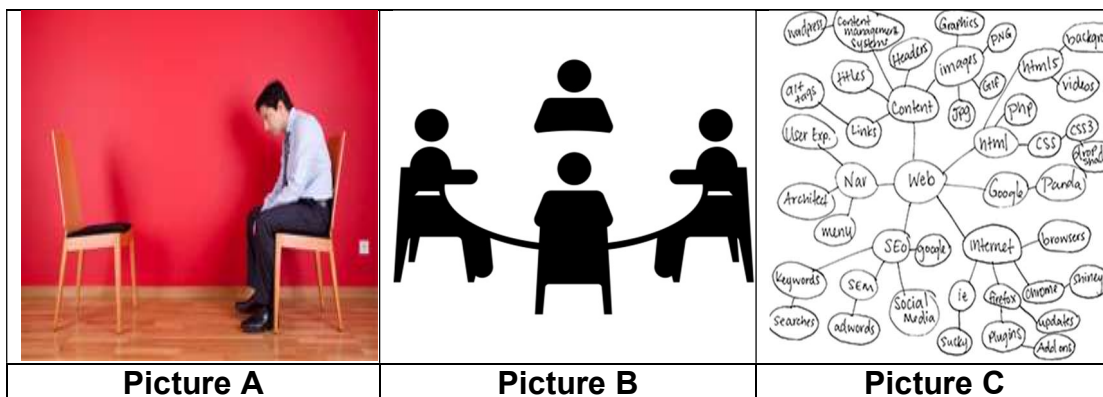
TOTAL: 70

1.1 Define the following concepts:

1.1.1 Indigenous knowledge (2)

1.1.2 Creative thinking (2)

1.2 Study the pictures below and answer the questions that follow:



1.2.1 Identify the problem-solving techniques represented by picture A, B & C.

Use the table below as a guide to your answer this question

PICTURES	PROBLEM SOLVING TECHNIQUE
A	
B	
C	

1.2.2 Describe EACH problem-solving technique identified in QUESTION 1.1.1 (6)

1.3 Identify other problem-solving techniques represented by each statement below

1.3.1 Big Boys soccer team requested each member to generate ideas and then share them with their team members.

1.3.2 Themba Brick & Tile requested their employees to explore different ways to modify their products.

1.3.3 The management of SG Dealer has listed the advantages and disadvantages of changing their business structure.

1.3.4 The director of Jimmy Financial Services requested experts to complete a questionnaire on how they can solve their business problems. (8)

1.4 Explain the benefits of creative thinking in the workplace. (6)

1.5 **Essay question**

Many businesses realise the importance of using creative thinking skills to solve their problems. They are also mindful of the problem solving steps that has to be followed in order to make informed business decisions.

As an expert in creative thinking and problem solving skills .Write an essay on the following aspects:

- Differentiate between decision-making and problem-solving.
- Explain how business can use the Delphi technique to solve complex business problems.
- Advise businesses on how they can apply the problem-solving steps/cycle to solve business problems.
- Suggest ways in which creative business opportunities can be implemented.

(40)