

GSN468/GSZ468 - Problem Framing for Creative Action

[View Online](#)

Amabile, T., Hadley, C., and Kramer, S. 2002a. 'Creativity under the Gun'. Harvard Business Review 80 (8): 52–61.

<https://content.talisaspire.com/qut/bundles/5a8b5032540a26666e31c724>.

———. 2002b. 'Creativity under the Gun'. Harvard Business Review 80 (8): 52–61.

Amabile, T. M. 1997. 'Motivating Creativity in Organisations: On Doing What You Love and Loving What You Do'. California Management Review 40 (1): 39–58.

<https://www.proquest.com/docview/216129307/fulltextPDF/13CBC3EEE1D691ABDB0/5?accountid=13380>.

Basadur, M. 2004. 'Leading Others to Think Innovatively Together: Creative Leadership'. The Leadership Quarterly 15 (1): 103–21. <https://doi.org/10.1016/j.leaqua.2003.12.007>.

Basadur, M., G. Graen, and M. Wakabayashi. 1990. 'Identifying Individual Differences in Creative Problem Solving Style'. Journal of Creative Behaviour 24 (2): 111–31.

Bason, Christian, and Robert D. Austin. 2019. 'The Right Way to Lead Design Thinking'. Harvard Business Review 97 (2): 82–91.

Brown, T. 2008a. 'Design Thinking'. Harvard Business Review 86 (6): 84–92.

———. 2008b. 'Design Thinking (Available under Module 2)'. Harvard Business Review 86 (6): 84–92. <https://content.talisaspire.com/qut/bundles/5a963366646be005ca5149d4>.

Carlgren, Lisa, Ingo Rauth, and Maria Elmquist. 2016. 'Framing Design Thinking: The Concept in Idea and Enactment'. Creativity and Innovation Management 25 (1): 38–57. <https://doi.org/10.1111/caim.12153>.

Christensen, Clayton M., Taddy Hall, Karen Dillon, and David S. Duncan. 2016. 'Know Your Customers' "Jobs to Be Done"'. Harvard Business Review 94 (9): 54–60.

Coyne, K. P. et al. 2007. 'Breakthrough Thinking from inside the Box'. Harvard Business Review 85 (12): 71–78.

'Creativity and Creative Groups: Two Keys to Innovation'. 2003. In Managing Creativity and Innovation. Boston: Harvard Business School Press.

Cummings, A. and Oldham, G. R. 1997. 'Enhancing Creativity: Managing Work Contexts for the High Potential Employee'. California Management Review 40 (1): 22–38.

<https://www.proquest.com/docview/216136682/fulltextPDF/13C2D5B3C187C3628C9/4?accountid=13380>.

Dane, E. 2010. 'Reconsidering the Trade-off between Expertise and Flexibility: A Cognitive Entrenchment Perspective'. *The Academy of Management Review* 35 (4): 579–603.
<https://www.jstor.org/stable/29765006>.

De Bono, Edward. 1996a. 'Design and Analysis Pp.63-66 and Evaluation Pp.296-308'. In *Serious Creativity: Using the Power of Lateral Thinking to Create New Ideas*, Pbk ed. London: HarperCollins Business.

———. 1996b. 'Design and Analysis Pp.63-66 and Evaluation Pp.296-308'. In *Serious Creativity: Using the Power of Lateral Thinking to Create New Ideas*, Pbk ed. London: HarperCollins Business.
<https://qut.rl.talis.com/items/0DC72519-80CA-AA6A-6E0E-AF2419A50143.html>.

Dell'Era, Claudio, Stefano Magistretti, Cabirio Cautela, Roberto Verganti, and Francesco Zurlo. 2020. 'Four Kinds of Design Thinking: From Ideating to Making, Engaging, and Criticizing'. *Creativity and Innovation Management* 29 (2): 324–44.
<https://doi.org/10.1111/caim.12353>.

Denhardt, R., Denhardt, J. and Aristigueta, M. 2008. 'Fostering Creativity'. In *Managing Human Behavior in Public and Nonprofit Organizations*, 2nd ed., 55–82. Los Angeles: SAGE Publications. <https://content.talisaspire.com/qut/bundles/5a9634a6646be00adb5149d4>.

Denhardt, R., Denhardt, J., and Aristigueta, M. 2013. 'Chapter 3: Fostering Creativity'. In *Managing Human Behavior in Public and Nonprofit Organizations*, 3rd ed, 59–89. Los Angeles: Sage Publications.

Design Council. 2013. 'Design for Public Good'.
<https://www.designcouncil.org.uk/our-resources/archive/reports-resources/design-public-good/>.

'Design Council: The Value of Design on Vimeo'. 2013. 2013.
<https://player.vimeo.com/video/73619059>.

'Design Thinking – IDEO U'. n.d. <https://www.ideo.com/pages/design-thinking>.

'Develop Your Personal Wellbeing and Career Skills - Mind Tools - Mind Tools'. n.d.
<https://www.mindtools.com/>.

'Five Fifty: Midlife of Design | McKinsey'. n.d.
<https://www.mckinsey.com/business-functions/mckinsey-design/our-insights/five-fifty-midlife-of-design>.

Fogler, H. S., and S. E. LeBlanc. 1994. 'Chapter 1: Problem Solving Strategies: "Why Bother?"' In *Strategies for Creative Problem Solving*, 1–9. Englewood Cliffs, N.J: PTR Prentice Hall.

Goldenberg, J., Horowitz, R., Levav, A., and Mazursky, D. 2003. 'Finding Your Innovation Sweet Spot'. *Harvard Business Review* 81 (3): 120–29.

Gray, D., Brown, S., and Macanuso, J. 2010. 'Chapter 4: Core Games'. In *Gamestorming: A Playbook for Innovators, Rulebreakers, and Changemakers*, 1st ed, 53–75. Sebastopol, Calif: O'Reilly.

Gruber, M. et al. 2015. 'Managing by Design'. *Academy of Management Journal* 58 (1): 1–7. <https://search.ebscohost.com/login.aspx?direct=true&AuthType=sso&custid=qu&t&db=bsh&AN=101028618&site=ehost-live&scope=site>.

'IDEO Shopping Cart Project - YouTube'. n.d. https://www.youtube.com/watch?v=hUCYt4vz3JU&feature=emb_logo.

Infinite Innovations. 2013. 'Brainstorming.Co.Uk'. 2013. <http://www.brainstorming.co.uk/>. 'Innovation Summit '09, Clayton Christensen (Clip #4, TechPoint) - YouTube'. n.d. <https://www.youtube.com/watch?v=s9nbTB33hbg&t=10s>.

J. Fulton Suri and R. M. Hendrix. 2010. 'Developing Design Sensibilities'. *Rotman Magazine*, no. Spring: 59–63. <http://5a5f89b8e10a225a44ac-ccbed124c38c4f7a3066210c073e7d55.r9.cf1.rackcdn.com/files/pdfs/DevelopingDesignSensibilities.pdf>.

Jeanne Liedtka. 2018. 'Why Design Thinking Works'. *Harvard Business Review* 96 (5): 72–79.

Johnson, S. 2010. 'Where Good Ideas Come From'. <https://www.youtube.com/watch?v=NugRZGDbPFU>.

Johnson, S., E. Gilbert, D. Sivers, S. Godin, A. Tan, A. Grant, M. Ridley, K. Ferguson, and J. Burstein. n.d. 'Where Do Ideas Come From?' http://www.ted.com/playlists/20/where_do_ideas_come_from.

K. Battarbee, J. Fulton Suri, and S. Gibbs Howard. n.d. 'Empathy on the Edge'. http://5a5f89b8e10a225a44ac-ccbed124c38c4f7a3066210c073e7d55.r9.cf1.rackcdn.com/files/pdfs/news/Empathy_on_the_Edge.pdf.

Kelley, D. 2012. 'How to Build Your Creative Confidence'. http://www.ted.com/talks/david_kelley_how_to_build_your_creative_confidence.

Kelley, T. and Littman, J. 2001. 'A Cool Company Needs Hot Groups'. In *The Art of Innovation: Lessons in Creativity from IDEO, America's Leading Design Firm*, 1st ed, 67–100. New York: Currency/Doubleday.

Kolko, Jon. 2015. 'Design Thinking Comes of Age'. *Harvard Business Review* 93 (Issue 9): 66–69.

Lawson, B. 1997. 'Problems, Solutions and the Design Process'. In *How Designers Think: The Design Process Demystified*, 3rd ed, 113–27. Oxford: Architectural Press.

Leonard, D. and Barton, M. 2014. 'Knowledge and the Management of Creativity and Innovation'. Electronic resource. In *The Oxford Handbook of Innovation Management*, 121–38. New York: Oxford University Press. <https://doi.org/10.1093/oxfordhb/9780199694945.013.005>.

Liedtka, J. 2014. 'Perspective: Linking Design Thinking with Innovation Outcomes through Cognitive Bias Reduction'. *Journal of Product Innovation Management* 32 (6): 1–14.
<https://doi.org/10.1111/jpim.12163>.

Liedtka, J., and T. Ogilvie. 2011a. 'Chapter 3: Visualization'. Electronic resource. In *Designing for Growth: A Design Thinking Tool Kit for Managers*, 49–60. New York: Columbia University Press.
<https://ebookcentral.proquest.com/lib/qut/reader.action?docID=908807&ppg=64>.

———. 2011b. *Designing for Growth: A Design Thinking Tool Kit for Managers*. Electronic resource. New York: Columbia University Press.
<https://ebookcentral.proquest.com/lib/qut/detail.action?docID=908807>.

Liedtka, Jeanne. 2015. 'Perspective: Linking Design Thinking with Innovation Outcomes through Cognitive Bias Reduction'. *Journal of Product Innovation Management* 32 (6): 925–38. <https://doi.org/10.1111/jpim.12163>.

Liedtka, Jeanne. 2018. 'Why Design Thinking Works'. *Harvard Business Review* 96 (Issue 5, p72–79. 8p. 1 Color Photograph): 72–79.

Liedtka, Jeanne. 2020. 'Putting Technology in Its Place: Design Thinking's Social Technology at Work'. *California Management Review* 62 (2): 53–83.
<https://doi.org/10.1177/0008125619897391>.

Liedtka, Jeanne, Karen Hold, Jessica Eldridge, and JSTOR. 2021. *Experiencing Design: The Innovator's Journey*. New York: Columbia University Press.
<https://www.jstor.org/stable/10.7312/lie19426>.

Liedtka, Jeanne, Tim Ogilvie, and Rachel Brozenske. 2019a. *The Designing for Growth Field Book: A Step-by-Step Project Guide*. Second edition. New York: Columbia Business School Publishing, Columbia University Press. <https://www.jstor.org/stable/10.7312/lie18789>.

———. 2019b. 'The Designing for Growth Field Book: A Step-by-Step Project Guide'. In , Second edition. New York: Columbia Business School Publishing, Columbia University Press. <https://www.jstor.org/stable/10.7312/lie18789>.

Liedtka, Jeanne, Randy Salzman, Daisy Azer, and JSTOR (Organization). 2017. *Design Thinking for the Greater Good: Innovation in the Social Sector*. New York: Columbia University Press. <https://www.jstor.org/stable/10.7312/lie17952>.

Martin, R. 2007. 'Design and Business: Why Can't We Be Friends?' *Journal of Business Strategy* 28 (4): 6–12.
<https://www.emerald.com/insight/content/doi/10.1108/02756660710760890/full/html>.

Mento, A. J., Martinelli, P., and Jones, R. M. 1999. 'Mind Mapping in Executive Education: Applications and Outcomes'. *Journal of Management Development* 18 (4): 390–416.
<https://doi.org/10.1108/02621719910265577>.

Mind Tools. 2016. 'How Good Is Your Problem Solving?' 2016.
https://www.mindtools.com/pages/article/newTMC_72.htm.

Mycoted. n.d. 'Creative Problem Solving: CPS'.
https://www.mycoted.com/Creative_Problem_Solving_-_CPS.

One's and Zero's. n.d. 'Random Word Generator'. <http://www.randomwordgenerator.com/>.

Proctor, T. 2010. *Creative Problem Solving for Managers: Developing Skills for Decision Making and Innovation*. 3rd ed. London: Routledge.
<https://ebookcentral.proquest.com/lib/qut/detail.action?docID=496374>.

Proctor, Tony. 2013. *Creative Problem Solving for Managers: Developing Skills for Decision Making and Innovation*. 4th ed. Florence: Routledge.
<https://ebookcentral.proquest.com/lib/qut/detail.action?docID=1573285>.

Project Renaissance, and Win Wenger. n.d. 'CPS Techniques'.
<https://winwenger.org/resources/cps-techniques/>.

Randolph, J. W., Morrison, J. B., and Carroll, J. S. 2009. 'The Dynamics of Action-Oriented Problem Solving: Linking Interpretation and Choice'. *The Academy of Management Review* 34 (4): 733-56.
<https://search.ebscohost.com/login.aspx?direct=true&AuthType=sso&custid=qut&db=bsh&AN=44886170&site=ehost-live&scope=site>.

Reiter-Palmon, R. and Illies, J. J. 2004. 'Leadership and Creativity: Understanding Leadership from a Creative Problem-Solving Perspective'. *The Leadership Quarterly* 15 (1): 55-77. <https://doi.org/10.1016/j.leaqua.2003.12.005>.

'Roger Martin: Design Does Matter 3/6 - YouTube'. 2010a.
<https://www.youtube.com/watch?v=E-1Elyb7k4s&feature=youtu.be>.

'———'. 2010b. <https://www.youtube.com/watch?v=E-1Elyb7k4s>.

Spradlin, D. 2012. 'Are You Solving the Right Problem?' *Harvard Business Review* 90 (9): 84-93.

Stanford University Institute of Design. 2013. 'The Bootcamp Bootleg'. 2013.
<https://dschool.stanford.edu/resources/the-bootcamp-bootleg>.

T. Brown and R. L. Martin. 2015. 'Design for Action'. *Harvard Business Review* 93 (9): 56-64.

'The Power of Design'. 2004. *Business Week*.
<https://search.ebscohost.com/login.aspx?direct=true&AuthType=sso&custid=qut&db=bsh&AN=13083784&site=ehost-live&scope=site>.

Thompson, L. 2003a. 'Improving the Creativity of Organizational Work Groups'. *Academy of Management Executive* 17 (1): 96-109. <https://www.jstor.org/stable/4165931>.

———. 2003b. 'Improving the Creativity of Organizational Work Groups'. *Academy of Management Executive* 17 (1): 96-109. <https://www.jstor.org/stable/4165931>.

Von Hippel, E. et al. 1999. 'Creating Breakthroughs at 3M'. Harvard Business Review 77 (5): 47-57.

Wedell-Wedellsborg, T. 2017. 'Are You Solving the Right Problems?' Harvard Business Review 95 (1): 76-83.

'What Is Human-Centered Design?' n.d. <https://vimeo.com/106505300>.

Wikipedia. 2016. '5 Whys'. 2016. https://en.wikipedia.org/wiki/5_Whys.

Wiley, J. 1998. 'Expertise as Mental Set: The Effects of Domain Knowledge in Creative Problem Solving'. Memory and Cognition 26 (4): 716-30.
<https://link.springer.com/article/10.3758/BF03211392>.

Wood, R., Cogin, J., and Beckman, J. 2009. 'Mind Mapping'. In Managerial Problem Solving: Frameworks, Tools, Techniques, 73-76. North Ryde, N.S.W.: McGraw-Hill Australia.

Wrigley, Cara, Erez Nusem, and Karla Straker. 2020. 'Implementing Design Thinking: Understanding Organizational Conditions'. California Management Review 62 (2): 125-43.
<https://doi.org/10.1177/0008125619897606>.