



Creative Problem Solving and Decision Making

Certificate: None

Duration: 2 Days

Course Delivery: Classroom/ Virtual

Language: English

Credits: 16

Course Overview:

This highly interactive workshop introduces a variety of creative problem solving and decision making tools and techniques. Participants will learn to analyze problems, generate creative solutions, and decide which solution most closely matches their needs. In addition to the numerous activities and exercises throughout the training where participants get to practice the different tools and techniques learned, they will also apply the learning and their problem solving skills on an interesting case study that will take them back to the days of Ancient Egypt and building the great pyramids.

Target Audience:

Employees at all levels.

Learning Objectives:

After completing this course, delegates will be able to:

- Apply a four step process to systematically solve problems and decide on appropriate solutions.
- Use methods and tools (systematic process and fishbone diagramming) to discover the underlying cause of a problem.
- Use brainstorming, and several other creative thinking techniques to generate possible solutions to the problem.
- Identify the best choice from various options.
- Use the following decision making techniques: Pro/Con, Force Field Analysis, Decision Matrix, Feasibility/Capability Analysis, and Cost/Benefit Analysis.
- Create an Action Plan to implement the appropriate solution

Prerequisites:

There are no formal prerequisites.

Course Materials:

Students will receive a course manual with presentation slides and reference materials.

Technical Requirements:

For eBooks:

Internet for downloading the eBook

Laptop, tablet, Smartphone, eReader (No Kindle)

Adobe DRM supported software (e.g. Digital Editions, Bluefire Reader)

eBook download and activation instructions

Agenda:

Module One: Define the problem:

- Find out your problem solving style (Self-assessment).
- Systematic Problem Definition (6 Basic Questions).
- Systematic Problem Definition (Grid).
- Fish Bone Diagrams / Ishikawa/ Cause and Effect diagrams.

Module Two: Find Creative Solutions using creativity tools:

- Brainstorming.
- Reverse Brainstorming.
- SCAMMPERR.
- Mind Mapping.

Module Three: Evaluate and Select solution:

- Pro's and Con's.
- Force field analysis.
- Decision Matrix.
- Cost/Benefit Analysis.
- Feasibility/Capability Analysis.

Module Four: Implement solution and create an action plan:

- Create an action plan.
- Break solution into action steps.
- Prioritize actions and assign roles.
- Follow-up at milestones.

Certification:

Once after the training you receive course completion certificate from Mangates