Training Program Description

This Creative Problem Solving training course is designed to challenge you to think through common and less common problems using a structured problem-solving process in order to generate new and original solutions. The course will provide you with the knowledge, tools and techniques to be better at solving problems effectively and efficiently.

Through the trainer’s expertise and practical knowledge, you will be able to define the key concepts associated with problem solving and you will be able to:

- Learn how to accurately identify the real problem in a given situation
- Learn problem analysis best practices - using your decision time most effectively
- Work through the steps of problem solving and decision making
- Ensure your decisions are aligned with your strategy
- Make important decisions with the greatest likelihood of generating expected or desirable outcomes
- Learn valuable techniques and methodologies to expand your critical thinking ability
- Adopt a more creative approach in solving problems
- Overcome barriers to effective problem solving
- Develop self confidence
- Map out the likely consequences of alternative decisions
- Enhance your abilities to minimize uncertainty and risk

This Training Program is designed for

This course is designed to all employees regardless of their job.

The Learning Model

The trainer uses up-to-date training techniques and a variety of training methods, to give all participants the best opportunities for learning including:

- Class Session
- Group Discussions
- Simulations exercises
- Case studies and Problem Solving Exercises
- Individual assignments
- Templates and tools
Course Duration
14 Training Hours

Training Program Outline

Introduction
■ What is a Problem? Steps in Defining a Problem
■ The problem-solving/decision-making cycle
■ Your decision-making style

An Introduction to Critical Thinking
■ What is critical thinking?
■ Why do we need critical thinking?

Factors which influence our natural decision-making

Problem Analysis and Decision Making Best Practices
■ Understanding Reality

A Toolkit of Techniques

Evaluation Tools and Techniques

Analytical Decision-Making Techniques

How Our Mind Works and How We Can Improve the Way We use It

How your emotions can influence your reactions

Avoiding Positive/Negative Generalization

Select the final solution

Imposing Creativity on the Choice of Solutions

Advanced prioritization methods to make decisions with the highest value outcomes

Implementing
■ Measure Success So You Can Succeed

Problem-solving outcomes
■ Charts, maps, and diagrams