

## CREATIVE PROBLEM SOLVING TRAINING

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**COURSE LENGTH: 1.0 DAYS**

Problem-solving experts recommend the use of specific problem solving models or the systematic approach to create solutions more efficiently, smoothly and quickly. This Creative Problem Solving workshop teaches you the steps, tools and skills needed to implement a creative and systematic problem solving process.

The Creative Problem Solving training course teaches you the entire problem solving process - from identification of the problem to the implementation of the selected solutions, the various tools for data gathering, data analysis, evaluating potential solutions and selection of solutions to implement, how to identify improvements after the implementation and much more.

This comprehensive and valuable training course is now available across the U.S., including Atlanta, Austin, Baltimore, Birmingham, Boston, Charlotte, Chicago, Dallas, Houston, Jackson, Los Angeles, Manhattan, Miami, Orlando, New York, Philadelphia, San Antonio and Seattle.

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## CREATIVE PROBLEM SOLVING TRAINING COURSE OUTLINE

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### FOREWORD

In the past few decades, psychologists and business people alike have discovered that successful problem-solvers tend to use similar processes to identify and implement the solutions to their problems. This process works for any kind of problem; large or small.

This Creative Problem Solving workshop will give you an overview of the entire creative problem solving process, and teaches you key problem solving tools that you can use every day. This course can help you unleash your inner self and put you on the path to thinking and processing data more creatively.

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### OUTCOMES

#### By the end of this course, participants will:

- ▶ Have a greater understanding of problems & the creative problem solving process
  - ▶ Learn what types of information to gather with some key questions
  - ▶ Use four different problem definition tools
  - ▶ Learn to write concrete problem statements
  - ▶ Master idea generating tools like affinity diagrams, word chaining, the box method, the Looking through a different Lens & the blink method
  - ▶ Learn to evaluate potential solutions against specific criteria like a cost/benefit analysis or group voting
  - ▶ Learn to perform a final analysis and selecting a solution
  - ▶ Gain insight into the roles that facts & intuition play in selecting a solution
  - ▶ Understand the why's & how's of refining & re-refining a shortlist
  - ▶ Learn how to identify the tasks & resources necessary to implement a solution
  - ▶ Understand how to evaluate & adapt solutions to reality
  - ▶ Learn to utilize follow-up to celebrate successes & identify improvements
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### MODULES

#### Lesson 1: Getting Started

- ▶ Workshop Objectives

#### Lesson 2: The Problem Solving Method

- ▶ Introduction to Six-Step Process
- ▶ Problem Definition
- ▶ Information Gathering
- ▶ Generating Possible Solutions
- ▶ Analysing the Solutions
- ▶ Selecting the Best Solution(s)
- ▶ Planning the Next Course of Action

#### Lesson 3: Information Gathering

- ▶ Understanding Types of Information
- ▶ Identifying Key Questions
- ▶ Developing Criteria

#### Lesson 4: Problem Definition

- ▶ Identifying the Problem
- ▶ Determining the Scope
- ▶ Writing the Problem Statement

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### Lesson 5: Brainstorming Basics

- ▶ Creating a Creative Space
- ▶ Setting the Ground Rules
- ▶ Generating Ideas

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### Lesson 7: Generating Solutions - Part Two

- ▶ Using the Box Method
- ▶ Using the Looking through a different Lens
- ▶ Using the Blink Method

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### Lesson 9: Selecting a Solution

- ▶ Doing a Final Analysis
- ▶ Facts vs. Intuition
- ▶ Refining and Re-Refining the Shortlist

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### Lesson 11: Recording Lessons Learned

- ▶ Planning the Follow-up Meetings
- ▶ Celebrating Successes
- ▶ Identifying Improvements

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### Lesson 6: Generating Solutions - Part One

- ▶ Logistical Solutions
- ▶ Using Affinity Diagrams
- ▶ Word Chaining

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### Lesson 8: Evaluating Solutions

- ▶ Developing Criteria
- ▶ Using Cost/Benefit Analysis
- ▶ Group Voting

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### Lesson 10: Planning your Next Steps

- ▶ Identifying Tasks
- ▶ Identifying Resources
- ▶ Evaluating and Adapting

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### Lesson 12: Wrapping Up

- ▶ Words from the Wise
- ▶ Parking Lot
- ▶ Action Plans and Evaluations

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## WEB LINKS

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- ▶ [View this course online](#)
- ▶ [In-house Training Instant Quote](#)