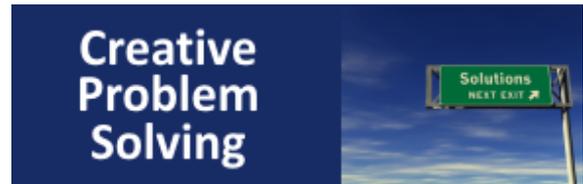# CREATIVE PROBLEM SOLVING TRAINING

Generate a group quote today

COURSE LENGTH: 1.0 DAYS

Problems arising within an organization rarely go away by themselves; instead they have a tendency to worsen if not managed effectively. Therefore, any staff member will benefit from understanding how to identify the roots of the problems and apply the necessary tools and techniques to solve the issue as quickly as possible. If you want to hone the problem solving skills of your employees, enroll them in a Creative Problem Solving training course.

This Creative Problem Solving training course from PD Training concentrates on the principle that solutions are always achievable for any problem. This course will provide participants a comprehensive and practical understanding of the steps involved to identify the problem, to analyze the cause of the problem, create and apply the solution and to solve most kinds of problems in the workplace.

Join a Creative Problem Solving training class today, or have a trainer come to your workplace in Hong Kong wide.

This Creative Problem Solving training course can be delivered at your premises by one of our expert local or international trainers or live online using our HIVE technology.

Contact us today for a quote.

CREATIVE PROBLEM SOLVING TRAINING COURSE OUTLINE

FOREWORD

In the past few decades, psychologists and business people alike have discovered that successful problem

solvers tend to use the same type of process 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 participants an overview of the entire creative problem

solving process, as well as key problem solving tools that they can use every day.

OUTCOMES

In this course participants will:
- Understand the complete process of creatively solving a problem.
- Learn some key questions to ask when gathering information about a problem
- Take home tools to effectively determine what 'the problem is'
- Learn to write concrete problem statements
- Discover 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 problem analysis and then select a solution
- Understand the why's & how's of refining & re-refining a solution shortlist
- Learn how to identify the tasks & resources necessary to implement a solution
- Understand how to evaluate & adapt solutions to reality

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

Lesson 5: Brainstorming Basics
- Creating a Creative Space
- Setting the Ground Rules
- Generating Ideas

Lesson 6: Generating Solutions - Part One
- Logistical Solutions
- Using Affinity Diagrams
- Word Chaining

Lesson 7: Generating Solutions - Part Two
- Using the Box Method
- Using the Looking through a different Lens
- Using the Blink Method

Lesson 8: Evaluating Solutions
- Developing Criteria
- Using Cost/Benefit Analysis
- Group Voting

Lesson 9: Selecting a Solution
- Doing a Final Analysis
- Facts vs. Intuition
- Refining and Re-Refining the Shortlist

Lesson 10: Planning your Next Steps
- Identifying Tasks
- Identifying Resources
- Evaluating and Adapting

Lesson 11: Recording Lessons Learned
- Planning the Follow-up Meetings
- Celebrating Successes
- Identifying Improvements

Lesson 12: Wrapping Up
- Words from the Wise
- Parking Lot
- Action Plans and Evaluations

WEB LINKS

- ➤ View this course online
- ➤ In-house Training Instant Quote