

Creative Problem Solving and Decision Making

Course Summary

Description

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.

Objectives

At the end of this course, students 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.

Topics

- Define the problem
- Find Creative Solutions using creativity tools
- Evaluate and Select solution
- Implement solution and create an action plan

Audience

This course is designed for Executives, Managers, Project Managers, Business Analysts, Business SMEs, Technical Leads, and Team Members.

Prerequisites

There are no prerequisites for this course.

Duration

Two days

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Course Outline

I. Define the problem

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

II. Find Creative Solutions using creativity tools

- A. Brainstorming
- B. Reverse Brainstorming
- C. SCAMMPERR
- D. Mind Mapping
- E. De Bono's 6 Thinking Hats

III. Evaluate and Select solution

- A. Pro's and Con's
- B. Force field analysis
- C. Decision Matrix
- D. Cost/Benefit Analysis
- E. Feasibility/Capability Analysis

IV. Implement solution and create an action plan

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

V. Competitive review game - An Exciting review challenge (Power Point Game) to end your training on a high note!