CREATIVE PROBLEM SOLVING TRAINING

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COURSE LENGTH: 1.0 DAYS

"Learn to become part of the solution."

The PD Training Creative Problem Solving training course provides participants with a complete and practical understanding of the steps involved to analyse, discover and solve problems in the workplace.

The PD Training Creative Problem Solving Training Course teaches the use of the many tools and techniques that resolve problems smoothly, quickly and efficiently. Along with the resolution, it also concentrates on the identification and removal of the root cause of a problem. Learn key skills like questioning techniques, building affinity diagrams and word-chaining, solution evaluation and much more!

Attend a Creative Problem Solving Training class today, or have one of our professional trainers come to your workplace in Brisbane,, Sydney,, Melbourne, Canberra, Adelaide or Perth.

Please click on the Public Class tab below to view our Creative Problem Solving Training course schedule by city or click the In-House Training tab to receive a free quote for courses delivered at your preferred location.

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
- Public Classes - Enrol Now!