

## CREATIVE PROBLEM SOLVING TRAINING



**COURSE LENGTH: 1.0 DAYS**

Problem solving involves the use of many types of processes, including identification, evaluation, gathering information, brainstorming, and finding solutions.

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.

This practical and engaging training course is available now throughout Nigeria, including Lagos.

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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 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.

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### OUTCOMES

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#### 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

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#### Lesson 1: Getting Started

- ▶ Workshop Objectives

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#### 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

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#### Lesson 3: Information Gathering

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

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#### 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](#)