



CREATIVE & INNOVATIVE Problem Solving

Course Introduction:

Based on the latest thinking and best practice used in problem solving, the course ends by providing you with a reporting template designed to secure senior management and stakeholder endorsement for change.

Is it right for me?

If you are a manager or project leader looking to find innovative and creative ideas for problem resolution, then this workshop is for you.

Are you looking for new and maybe non-traditional ways to solve your problems? If the answer is 'yes', then this workshop is for you. It will encourage you to resolve workplace problems by dispensing with the traditional theory, and focus on innovation and creativity to get results.

Course Objectives:

- Why do some people find problem solving an exciting challenge, where others find it stressful? How do some managers make quick and productive decisions while others put off crucial decisions until the last minute? Which of the two statements best describes your attitude to problem solving and decision making? The answer to the first two questions is that the first group of people works through a tried and tested methodology in order to improve their effectiveness and efficiency in finding solutions and route maps to get things done.
- These skills can be learned and this five day program investigates in detail how you can be a proactive team player in both problem solving and decision making. This highly interactive and fun course takes a step by step journey through the pathways of moving your organization from identifying the route of the problem, creating solutions and turning them into workable decisions.

Who Should Attend?

Managers, supervisors and administrators who will benefit from better problem-solving and decision- making skills and business professionals who want to take their critical thinking to the next level.

Course Outline:

Problem-Solving and Decision-Making

- Definitions and Tools: An Overview
- The Link between Problem-Solving and Decision-Making
- The Principle of Organizing Our Thinking about Problems

- Identifying Our Own Mind Traps
- Brain Analysis and Ways of Learning

The Rational Approach to Problem-Solving (Kepner-Tregoe)

- Techniques of Recognizing Problems
- Difference between Causes and Symptoms
- The Helicopter Approach
- Problem Analysis
- Decision Analysis
- Potential Problem Analysis

Problem Analysis Supplementary Tools

- Root Cause Analysis
- The Importance of the "Why" Question
- Ishikawa Fishbone Concept
- Assumptions in the Workplace
- The Agile Critical Thinking Framework
- The R.E.D Model and Business Situation Applications

Decision-Making Supplementary Tools

- Being Decisive and Principles of Decision-Making
- The How-How Method
- Decision Analysis Weighted Worksheet
- Consensus Decision-Making

Creativity and Problem-Solving

- Assessment of Creativity and Ways to Think Creatively
- Lateral Thinking Tips
- Creativity and Its Use as a Business Tool
- Barriers to Creativity and Ways to Overcome Them
- The Hemispheres of the Brain
- Brainstorming Tips and Tools
- Six Thinking Hats
- Implementing an Action Plan and Adjusting Based on Feedback

Applications of Techniques

- People Problems and Solutions
- Analysis and Solution of Real Cases Presented by Participants

The Psychology of Problem Solving and Decision Making

- Group problem solving exercise

- Introduction: Why study problem solving and decision making
- A synopsis of psychological thought
- Values, Problem Solving and Decision Making
- Psychological type and Lateral Thinking for Problem Solving
- What psychological type reveals about me and my preferences
- Using a team approach to encourage lateral thinking: ZIGZAG model
- Individual or group decision making: case studies

Developing Decision Making Skills

- Using your left brain & right brain to make decisions
- Split brain theory for developing effective problem solving skills
- Developing openness to new ideas in making decisions
- Promoting idea mobility in teams
- Understanding the creative solving process in individuals and teams
- IDEAL problem solving approach

Bring a Franklin Covey Leadership solutions to train your organization

- Overcoming the Execution Gap
- Steps to Effective Team Execution
- Achieve Your Goals Amid the Day-to-Day Demands
- Creating an Accountability System
- Turn Strategy Into Action

Mind Mapping

- **Your brain** - discover how the structure and functions of the brain is mirrored by the design of a Mind Map.
- **Learning to learn** - understand how we learn new skills and how to overcome the fear of failure.
- **How to Mind Map** - learn the basic technique of how to construct Mind Maps.
- **Practice your Mind Mapping Skills** - with a range of note-making, note-taking and learning applications.
- **Action Planning** - a chance to think through how you are going to use Mind Maps in your work environment and how to benefit from the skills learned on the course.
- **Advanced Techniques** - an opportunity to develop the Mind Mapping technique and see the power of your thinking expand.
- **Mind Mapping Exercises** - the opportunity to practice a greater range of applications tailored to your needs.

Applying Effective Decision Making Skills in the Workplace

- Encouraging creative problem solving for continuous improvement
- Removing blocks to creative problem solving
- Convergent versus Divergent Thinking
- Divergent Thinking Skills for solving problems
- Using SCAMPER techniques to approach problem solving
- Applying SCAMPER techniques to make effective decisions

Making Mental Blocks to Decision Making a Thing of the Past

- Challenging self-imposed assumptions
- Thinking outside the box
- Increasing new ideas
- Getting people behind your
- Evaluating new ideas
- Creative leadership during problem solving and decision making sessions

Effective Leadership and the Dynamic Problem Solving Team

- Ensuring alignment with corporate mission
- Encouraging self-initiated activity
- Endorsing Unofficial activity
- Enhancing Serendipity
- Importance of appreciating diverse stimuli
- Practicing within-company communication for problem solving
- Developing a personal action plan

المركز العالمي للتدريب والتطوير
International Centre For Training & Development

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work

Course Fees:

To be advice as per course location. This rate includes participant's manual, Hands-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session

