



CREATIVE PROBLEM Solving & Decision Making

Course Introduction:

This workshop is challenging from the outset. It is a blend of Trainer-led and experiential learning. It identifies the key concepts of creative thinking and problem solving. It gives the delegates a range of versatile and effective techniques, backed up by excellent course notes, which form a valuable reference source for the future. This course is ideal for those seeking new answers to old problems, and those in search of first time solutions to major new problems.

Course Objectives:

By the end of the program, participants will be able to:

- To enable delegates to identify different problem solving techniques
- To enable delegates to analyse a problem so that appropriate problem solving techniques may be applied
- To recognise the importance of dealing with the cause of a problem, rather than just dealing with the effect of a problem
- To learn how to generate alternative solutions, using creative thinking and brainstorming
- To learn the different stages of the decision making process and understand the importance of each stage in ensuring effective decisions are made
- To enable delegates to apply problem solving and decision making models to the workplace

Who Should Attend?

Managers, supervisors, and staff responsible for the development of new ideas and systems, and those involved in problem solving, and making and implementing key decisions. This is an essential course for those who believe that change, and new, improved ways of working, are the best way forward for the success of organizations.

Course Outline:

Module One:

- The Power Of Positive Thinking
- Winner & Runner Up Behaviour
- 'Owning' The Problem
- The Problem Solving & Decision Making Process
- Categorising The Problem

Module Two:

- Convergent & Divergent Problems

- Problem Solving Techniques
- Benefits Of Using Systematic Problem Solving Techniques
- Defining The Problem
- Measuring The Problem

Module Three:

- Analysing The Problem
- Looking At The Root Causes of the Problem
- The Fishbone Diagram
- Review Of Problem Solving Techniques
- Case Studies
- Creative Thinking & Decision Making

Module Four:

- Brainstorming Techniques
- Analytical & Creative Thinking
- Lateral Thinking
- 'Idea Spurring' Questions
- Five Principles Of Creative Thinking
- Making Winning Decisions

Module Five:

- Three Types Of Decisions
- Eight Ingredients For Good Decision Making
- Decision Making Traps
- Problem Solving & Decision Making Exercise
- Putting It Into Practice

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
- Discussion
- Presentation

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

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