

# Creative Problem Solving

*'No problem can withstand the assault of sustained thinking'*

*Voltaire*

The Soft Skills Gap Do You Have One?

We all solve problems of every size every day. This course will give learners some processes and tools to make their problem solving effective and creative, and to help them create win-win situations.

#### Who this course is for

This course is intended for any level of an organization that is directly or indirectly responsible for making decisions. It will help them apply new approaches, creativity and critical thinking skills to solve problems permanently and making decisions using non-traditional ways of thinking

#### By the end of this course, learners should be able to:

- Understand problems & creative problem solving process
- Identify types of information to gather & key questions to ask in problem solving
- Identify the importance of defining a problem correctly
- Identify and use four different problem definition tools
- Write concrete problem statements
- Use basic brainstorming tools to generate solutions ideas
- Use idea generating tools
- Evaluate potential solutions against criteria
- Perform a final analysis to select a solution
- Understand the roles that fact and intuition play in selecting a solution
- Understand the need to refine the shortlist and redefine it
- Understand how to identify the tasks and resources necessary to implement solutions
- Evaluate and adapt solutions to reality
- Follow up with solution implementation to celebrate successes and identify improvements

#### Course Outlines

- Topic 1: The Problem-Solving Method
- Topic 2: Problem Definition
- Topic 3: Information Gathering
- Topic 4: Brainstorming Basics
- Topic 5: Generating Solutions, Part One
- Topic 6: Generating Solutions, Part Two
- Topic 7: Evaluating Solutions
- Topic 8: Selecting a Solution
- Topic 9: Planning Your Next Steps
- Topic 10: Recording Lessons Learned

Course Level

Course Hours

Available Learning Formats

Short Course

8 hours

Classroom & Blended  
Distance & Online