

CREATIVE PROBLEM SOLVING

PURPOSE: The purpose of the Creative Problem Solving (CPS) workshop is to train managers using a robust process that ensures problems are solved with a much higher level of creativity and innovation. The workshop enhances the ability to think creatively and explores the challenges of problem finding, framing and examination, techniques for generating many more alternative solutions, how to use selected TQM tools and methods, creativity, and effective decision making.

LEARNING OUTCOMES: As a result of attending CPS, participants will be able to explain and use:

- Explain three techniques for framing problems
- Use the innovation cube method for generating alternatives
- Apply two creative problem solving techniques
- Describe and use the rational problem solving method
- Evaluate levels of performance in personal creativity

LENGTH: One Day 09:00 – 16:00

IACET CEU: 0.55 CEU

BENEFITS: A stimulating use of practice sessions, application exercises, feedback, and discussion of the real-life challenges faced by the participants. Participants are able to develop strategies for dealing with their own work situations.

PROGRAM OUTLINE

TIME	TOPIC
9:00	OVERVIEW AND INTRODUCTION <ul style="list-style-type: none">• Purpose and Objectives• Summary of desired outcomes of participants
9:15	PROBLEM FRAMING <ul style="list-style-type: none">• Where and what is the problem?• Drivers of problem framing• Reframing techniques
9:45	THE INNOVATION CUBE <ul style="list-style-type: none">• Exercise in discovering one's ability to think creatively• Discussion of how to think "out of the box"
10:45	BREAK
11:00	APPLICATION METHODS <ul style="list-style-type: none">• Teams problem solving techniques• Total Quality Management methods• Application Case
12:30	LUNCH
1:30	DYNAMICS OF CREATIVE PROBLEM SOLVING <ul style="list-style-type: none">• Sources of creativity• Rational problem solving• Selecting versus deciding
2:45	BREAK
3:00	APPLICATION TACTICS <ul style="list-style-type: none">• Participants work on their own problems• Discussion of alternative solutions
3:45	SUMMARY OF LEARNING
4:00	END