



Creative Problem Solving Training Course Outline

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 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.

Learning Outcomes

By the end of this course participants will be able to:

- Understand problems and the creative problem solving process
- Identify types of information to gather and 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 ideas for solutions
- Use idea generating tools, such as affinity diagrams, word chaining, the box method, the six thinking hats, and the blink method
- Evaluate potential solutions against criteria, including cost/benefit analysis and group voting
- 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 length:

1-day

Creative Problem Solving Training Course - Lesson 1 **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

Creative Problem Solving Training Course - Lesson 2 **Problem Definition**

- Identifying the Problem
- PAG vs. PAU
- Determining the Scope
- Writing the Problem Statement

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<p>Creative Problem Solving Training Course - Lesson 3 Information Gathering</p> <ul style="list-style-type: none">• Understanding Types of Information• Identifying Key Questions• Developing Criteria	<p>Creative Problem Solving Training Course - Lesson 4 Brainstorming Basics</p> <ul style="list-style-type: none">• Creating a Creative Space• Setting the Ground Rules• Generating Ideas
<p>Creative Problem Solving Training Course - Lesson 5 Generating Solutions - Part One</p> <ul style="list-style-type: none">• Logistical Solutions• Using Affinity Diagrams• Word Chaining	<p>Creative Problem Solving Training Course - Lesson 6 Generating Solutions - Part Two</p> <ul style="list-style-type: none">• Using the Box Method• Using the Six Thinking Hats• Using the Blink Method
<p>Creative Problem Solving Training Course - Lesson 7 Evaluating Solutions</p> <ul style="list-style-type: none">• Developing Criteria• Using Cost/Benefit Analysis• Group Voting	<p>Creative Problem Solving Training Course - Lesson 8 Selecting a Solution</p> <ul style="list-style-type: none">• Doing a Final Analysis• Facts vs. Intuition• Refining and Re-Refining the Shortlist
<p>Creative Problem Solving Training Course - Lesson 9 Planning your Next Steps</p> <ul style="list-style-type: none">• Identifying Tasks• Identifying Resources• Evaluating and Adapting	<p>Creative Problem Solving Training Course - Lesson 10 Recording Lessons Learned</p> <ul style="list-style-type: none">• Planning the Follow-up Meetings• Celebrating Successes• Identifying Improvements

Creative Problem Solving is one of the Professional Development Training Courses delivered by **contract trainers** in Brisbane, Sydney, Canberra, Melbourne, Adelaide and Perth.

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