

## CREATIVE PROBLEM SOLVING TRAINING

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**COURSE LENGTH: 1.0 DAYS**

This Creative Problem Solving training course, delivered PD Training in Singapore, concentrates on the principle that solutions are always achievable for any problem.

This course will provide participants a comprehensive and practical understanding of the steps involved to identify which problem(s) should be focused on, how to analyze the root cause of the problem, how to creatively collaborate and brainstorm possible solutions, how to best apply the solution and how to review the proposed solution for effectiveness.

This Creative Problem Solving training course can be delivered at your premises anywhere in Singapore by one of our expert local or international trainers.

Contact us today for a [group quote](#).

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## CREATIVE PROBLEM SOLVING TRAINING COURSE OUTLINE

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### FOREWORD

Problems arising within an organization rarely go away by themselves; instead they have a tendency to worsen if not managed effectively. Therefore, any staff member will benefit from understanding how to identify the roots of the problems and apply the necessary tools and techniques to solve the issue as quickly as possible. If you want to improve the problem solving skills of your employees, enroll them in a Creative Problem Solving training course in Singapore.

In the past few decades, psychologists and business people alike have discovered that successful problem solvers tend to use the same type of processes to identify and implement the solutions to their problems. This process works for any kind of problem, large or small.

This Creative Problem Solving 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.

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### OUTCOMES

#### In this course participants will:

- ▶ Understand the complete process of creatively solving a problem.
- ▶ Learn some key questions to ask when gathering information about a problem
- ▶ Take home tools to effectively determine what 'the problem is'
- ▶ Learn to write concrete problem statements
- ▶ Discover idea-generating tools like affinity diagrams, word chaining, the box method, the Looking through a different Lens & the blink method
- ▶ Learn to evaluate potential solutions against specific criteria like a cost/benefit analysis or group voting
- ▶ Learn to perform a final problem analysis and then select a solution
- ▶ Understand the why's & how's of refining & re-refining a solution shortlist
- ▶ Learn how to identify the tasks & resources necessary to implement a solution
- ▶ Understand how to evaluate & adapt solutions to reality

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### MODULES

#### Lesson 1: Getting Started

- ▶ Workshop Objectives

#### Lesson 2: 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

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### Lesson 3: Information Gathering

- ▶ Understanding Types of Information
- ▶ Identifying Key Questions
- ▶ Developing Criteria

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### Lesson 5: Brainstorming Basics

- ▶ Creating a Creative Space
- ▶ Setting the Ground Rules
- ▶ Generating Ideas

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### Lesson 7: Generating Solutions - Part Two

- ▶ Using the Box Method
- ▶ Using the Looking through a different Lens
- ▶ Using the Blink Method

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### Lesson 9: Selecting a Solution

- ▶ Doing a Final Analysis
- ▶ Facts vs. Intuition
- ▶ Refining and Re-Refining the Shortlist

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### Lesson 11: Recording Lessons Learned

- ▶ Planning the Follow-up Meetings
- ▶ Celebrating Successes
- ▶ Identifying Improvements

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### Lesson 4: Problem Definition

- ▶ Identifying the Problem
- ▶ Determining the Scope
- ▶ Writing the Problem Statement

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### Lesson 6: Generating Solutions - Part One

- ▶ Logistical Solutions
- ▶ Using Affinity Diagrams
- ▶ Word Chaining

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### Lesson 8: Evaluating Solutions

- ▶ Developing Criteria
- ▶ Using Cost/Benefit Analysis
- ▶ Group Voting

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### Lesson 10: Planning your Next Steps

- ▶ Identifying Tasks
- ▶ Identifying Resources
- ▶ Evaluating and Adapting

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### Lesson 12: Wrapping Up

- ▶ Words from the Wise
- ▶ Parking Lot
- ▶ Action Plans and Evaluations

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## WEB LINKS

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- ▶ [View this course online](#)
- ▶ [In-house Training Instant Quote](#)