



Creative Problem Solving and Decision Making

Course objectives:

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

- Build and expand decision making, critical thinking, and creative problem solving skills
- Apply rational approaches to solving problems and making decisions
- Utilize traditional and creative techniques for identifying causes and generating solutions
- Practice essential tools for proper decision making
- Employ creativity and lateral thinking as business tools

Course Outline:

- **Problem-solving and Decision-making**
 - Definition of problem, problem-solving, and decision-making
 - The relationship between creative problem-solving and decision-making
 - The helicopter view
 - The six-step method in problem-solving
 - Team problem solving
 - The link between causes and symptoms
- **The Rational Approach to Problem-solving (Kepner & Tregoe)**
 - Defining the problem
 - Writing a problem statement
 - Techniques for recognizing problems
 - Six critical questions to clear out

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- The rational approach
- Kepner & Tregoe's approach to problem-solving

Problem Analysis Supplementary Tools

- Root cause analysis
- Corrective actions
- The five-why process
- The cause and effect diagram
- Pareto analysis

Decision-making Supplementary Tools

- Effective decision-making
- Why-Why analysis
- The How-How method
- The decision analysis worksheet
- Approaches to team decision-making

Creativity and Problem-solving

- Uses of creativity as a business tool
- Lateral thinking
- Mental blocks to creative thinking and ways to overcome them
- Brainstorming
- The six thinking hats