



Creative Problem Solving and Decision Making

“The best solutions come from combining clear thinking with creative insight—logic defines the problem, creativity solves it.”

COURSE OVERVIEW

The **Creative Problem Solving and Decision-Making** program is designed to equip professionals with both analytical and creative approaches to solving complex workplace problems and making effective decisions. The course integrates structured problem-solving frameworks with innovative thinking techniques to help participants approach challenges with clarity, flexibility, and confidence.

Participants will learn how to analyze problems, identify root causes, generate creative solutions, and apply decision-making tools to achieve optimal outcomes. The program also emphasizes balancing logical and creative thinking to enhance overall performance and strategic impact.

TARGETED AUDIENCE

- Managers and team leaders
- Supervisors and decision-makers
- Professionals involved in problem-solving and analysis
- Individuals seeking to enhance creative and analytical thinking skills

COURSE OBJECTIVES

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

- 1 Develop the ability to apply both logical and creative thinking approaches to solve complex workplace problems effectively.
- 2 Build strong decision-making skills using structured frameworks and analytical tools.
- 3 Identify root causes of problems and differentiate between symptoms and underlying issues.
- 4 Apply creative thinking techniques to generate innovative and practical solutions.
- 5 Enhance confidence in making decisions under pressure and asking the right questions.

COURSE OUTLINE

Module 1

Foundations of Problem Solving and Decision Making

- Definitions and key concepts
- The relationship between problem solving and decision making
- Organizing thinking and identifying mind traps
- Understanding thinking styles (right vs. left brain)

Module 2

Rational Problem-Solving Approach

- Recognizing and defining problems
- Analyzing information effectively
- Distinguishing causes from symptoms
- Applying structured problem analysis techniques

Module 3

Problem Analysis Tools

- Root cause analysis techniques
- The importance of asking “why”
- Identifying assumptions in the workplace
- Using Pareto analysis and critical thinking frameworks

Module 4

Conflict Resolution Process and Intervention

- Principles of effective decision making
- Decision analysis and evaluation methods
- Consensus decision-making approaches
- Using structured decision-making tools (e.g., weighted analysis)

Module 5

Creativity and Innovative Thinking

- Developing creativity in problem solving
- Lateral thinking techniques
- Overcoming barriers to creativity
- Brainstorming tools and methods

Module 6

Practical Applications and Action Planning

- Solving real workplace problems
- Applying techniques to people-related challenges
- Developing actionable solutions
- Creating implementation and follow-up plans

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