

Creative Problem-Solving and Decision-Making

Program Objectives:

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

- Build and expand their decision-making, critical thinking and creative problem solving skills.
- Apply logical and creative approaches to solving problems and making decisions.
- Use traditional and creative tools for identifying causes and generating solutions.
- Utilize creativity and lateral thinking as business tools.
- Analyze and solve actual problems facing them at work.
- Gain confidence in asking the “right questions” and overcoming the stress of making complex decisions.
- Demonstrate and build credibility with upper management.
- Develop strategic approaches to problem-solving and decision-making.

This program is designed for:

Managers, supervisors and administrators who will benefit from better problem-solving and decision-making skills and business professionals who want to take their critical thinking to the next level.

Program Outline

Problem-Solving and Decision-Making

- Definitions and Tools: An Overview
- The Link between Problem-Solving and Decision-Making
- The Principle of Organizing Our Thinking about Problems
- Identifying Our Own Mind Traps
- Brain Analysis and Ways of Learning

The Rational Approach to Problem-Solving (Kepner-Tregoe)

- Techniques of Recognizing Problems
- Difference between Causes and Symptoms
- The Helicopter Approach
- Problem Analysis
- Decision Analysis
- Potential Problem Analysis

Problem Analysis Supplementary Tools

- Root Cause Analysis
- The Importance of the “Why” Question
- Ishikawa Fishbone Concept
- Assumptions in the Workplace
- The Agile Critical Thinking Framework
- The R.E.D Model and Business Situation Applications

Decision-Making Supplementary Tools

- Being Decisive and Principles of Decision-Making
- The How-How Method
- Decision Analysis Weighted Worksheet
- Consensus Decision-Making

Creativity and Problem-Solving

- Assessment of Creativity and Ways to Think Creatively
- Lateral Thinking Tips
- Creativity and Its Use as a Business Tool
- Barriers to Creativity and Ways to Overcome Them
- The Hemispheres of the Brain
- Brainstorming Tips and Tools
- Six Thinking Hats
- Implementing Action Plan and Adjusting Based on Feedback

Applications of Techniques

- People Problems and Solutions
- Analysis and Solution of Real Cases Presented by Participants