

Problem Solving and Solution Building

Do you need to ...

... think differently?

... get a fresh perspective?

... apply some systematic approach to problem solving and stop just hoping you get that flash of inspiration?

This 1-day course will encourage people to break out of existing mindsets, challenge assumptions and look at problems from new and innovative angles. It seeks to harness delegates imagination to investigate how visualisation and scenario development can shed light on identifying and solving problems. At the end of this course, delegates will have a toolkit of techniques that will enable them to think creatively, identify and define problems, generate ideas for solutions. In addition they will be given techniques to evaluate solution ideas and implement solution plans.

What will you learn?

- The concept of creative problem solving
- How to release your creativity
- All about creativity & Teams
- Creating the right environment
- Creating an effective problem solving team
- Identifying & Defining problems
- Tools & Techniques for problem spotting
- Tools & Techniques for problem solving
- Analysing & Evaluating solutions
- Identifying barriers to solutions
- Shortlisting your ideas
- Planning & Implementing solutions
- Presenting the case
- Ensuring follow-up

“Brilliantly useful, loads of ideas and a real structure I can use tomorrow”
Derek Smith
Director, Learn for Life

What will you experience?

- Practical Exercises
- Understanding the culture
- Defining the extent of the problem
- What keeps the CEO awake?
- Identifying the 'hot' issues
- Listening, questioning & clarifying
- Lots of techniques: Creative excursions; Harnessing your imagination; Visualisation; Scenario development; Problem checklists; Problem mapping; Boston matrix; 5 times why; Cause and effect; Pareto; SWOT; Force fields; 6 thinking hats; Brainstorming; Mind mapping; Making associations; Stepping stones solutions

“I am very happy. Perspectives and tools that I will use at work. What I wanted!”
S Bamphyld Cap Gemini

What will you gain?

- An increased confidence in your ability to think creatively.
- A realisation of the structure and discipline associated with creative problem solving
- Personal action plans for problem solving in your environment