

Creative Problem Solving & Decision Making

Course Overview

Why is it that some people find it easy to solve tough problems with simple solutions while others find this feat nearly impossible? You've no doubt looked at solutions to problems and said, "I should have thought of that." But you didn't. The answer is not just creativity, although that certainly helps. Rather, the power to find these creative solutions lies in our ability to search for and find facts that relate to the situation, and put them together in ways that work. As an individual, your facts and knowledge can only go so far. By tapping into the knowledge of others (staff, colleagues, family, or friends), you can expand the range of solutions available to you. If you are tired of applying dead-end solutions to recurring problems in your company, this workshop should help you reconstruct your efforts and learn new ways to approach problem solving, and develop practical ways to solve some of your most pressing problems and reach win-win decisions.

Course Outline

- Brain lateralization.
- What are creativity and Innovation?
 - Terms and definitions
 - Are they different?
- What can creativity and innovation do for your organization?
- Shaping the future with today's innovations.
- The shift from artistic creativity to practical business innovation.
- The pitfalls of premature evaluation and judgment.
- The primary activities of the creativity process
- Barriers to Creativity and Innovation
- What is a problem?
- Problems as opportunities.
- Problem solving defined.
- General Steps of Problem Solving.
 - Peculiarities of each step
- Common mistakes
- Problem solving is the way you think.
- Your tools to creativity and innovation:
 - Brainstorming and brainwriting
 - Origin of brainstorming.
 - Purpose of brainstorming.
 - How to do it?
 - Rules of brainstorming.
 - What to do when the brainstorming session goes bad?
 - Lateral thinking and CoRT Techniques:
 - The 6 thinking hats as a problem solving technique.
- With creative problem solving, decisions seem to make themselves!

- Decision making process
- What is a decision?
- Dealing with certainty, risk and uncertainty
- The systematic approach to decision making:
 - Create a constructive environment.
 - Generate good alternatives.
 - Explore these alternatives.
 - Choose the best alternative.
 - Check your decision.
 - Communicate your decision, and take action.
- Models for decision making
 - Fishbone diagram
 - Pareto analysis
- Requirements for establishing an organizational decision-making framework
- Working with Decision-makers
 - Different decision-making styles
 - Their communications and information needs
 - Strategies for satisfying them
- Individual Plan of Action to apply the learning points in the job

Learning Objectives

- Increase your awareness of problem solving steps and problem solving tools.
- Distinguish root causes from symptoms to identify the right solution for the right problem.
- Improve your problem solving and decision making skills through identifying your own problem solving style.
- Identify ways to think creatively and work towards creative solutions.
- Recognize the top ten rules of good decision-making.

Course Outcomes & Expected Results

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

- Spot problems and consider their impact and magnitude
- Run a systematic problem analysis and investigation procedure for problems
- Use creative thinking techniques for getting ideas and options for solutions
- Developing a process for making decisions and choosing an alternative
- Tap into their creative abilities.

Who Should Attend

Individuals at any level of an organization who want to apply creative problem solving and critical-thinking skills to their decision-making process.

Course Duration: Two days from 9:00AM to 4:00PM

Registration Deadline: One week before the course date

Course Venue

Top Business premises: 17, Abdel Wahab Selim Elbeshry St. Sheraton Heliopolis, Cairo, Egypt.

Registration & Payment:

- Logon to www.topbusiness-hr.com/Course_Register to fill a registration form. Alternatively you can request a registration form by mail from: training@topbusiness-hr.com.
- Course fees include material (Soft Copy), light lunch, coffee break and certificate.
- Payment by cheque in Top Business's name, cash to our address or by bank transfer.
- Payment is due within 3 working days from course confirmation. Your registration is confirmed only after course payment
- Payment is nonrefundable, however participant can be substituted or can attend next confirmed round of the same course or another course.

For More Information

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